

Senior Project Manager – Custom Learning Solutions

Reference Number: SPM_2021

Location: North America, remote, work-from-home role. (Eastern time zone)

PulseLearning is a world-class, award-winning behavior-based learning company with an established reputation for quality and responsiveness. Headquartered in Ireland, we have teams in the US, UK, Canada, and Australia.

Role Description

PulseLearning is seeking a Senior Project Manager (SPM) – Custom Learning Solutions who will manage the full life cycle of Learning and Development projects for Clients.

As the cornerstone of the project team, this role is critical for Client satisfaction and growth. Exceptional communication and relationship-building skills are essential.

This remote, work-from-home position will be focused on projects across North America and the UK.

Role Responsibilities

- Provide full life cycle hands-on project management, from planning to successful delivery, for a wide range of eLearning and Professional Services Client projects.
- Provide outstanding and proactive communication (verbal and written) with Clients, Team Members, and stakeholders.
- Effectively manage multiple projects simultaneously with multiple teams and time zones.
- Provide an exceptional Client experience, understanding evolving needs and building trust through repeated, timely, and effective project delivery.
- Define, manage, and communicate all aspects of project financials to meet agreed KPIs.
- Identify complex risks, create mitigation strategies, and implement action plans.
- Contribute to ongoing process improvement to increase Client satisfaction and project profitability.
- Promote and practice company values while leading staff and nurturing a creative, innovative, and enjoyable work environment.

Required Experience and Certification

- Minimum five years of dedicated project management experience, with at least three years in eLearning courseware development
- Minimum three years of directly interacting with external Clients
- eLearning courseware development knowledge – essential
- PMI PMP or PRINCE 2 certification – preferred



Required Skills

Outstanding interpersonal skills are essential to the role, as you are the face of **PulseLearning** to our Clients.

- Outstanding verbal and written communication skills
- Full life cycle management of eLearning development
- Demonstrated experience in a dedicated SPM role (rather than dual or hybrid role)
- Strong, proactive project management skills
- Client relationship skills, with demonstrated account management experience as the lead Client liaison on projects
- Deep and demonstrated understanding of performance metrics, financial control, and project KPIs
- Leadership and relationship-building skills
- Breadth of learning industry knowledge
- Demonstrated experience leading cross-functional remote teams
- Proficiency with Microsoft Office and Microsoft Project
- Flexibility, motivation, and ability to meet deadlines
- Exceptional attention to detail
- Self-motivation, decisiveness, and the ability to adapt to change and competing demands
- Ability to lead, mentor, develop, and manage multiple teams simultaneously
- Exceptional conflict resolution and negotiation skills
- Ability to apply CLEAR (Compassion, Listening, Empathy, Acceptance, and being your Real self) skills in all your interactions
- Travel as required, through North America, Ireland, and UK (when safe to do so)

To apply: Please contact us at recruit@pulselearning.com and include the job title and reference number in the subject line. Thank you.

Before communicating your interest in this position, please self-register for the program and complete the I Am Here courseware here: **I Am Here** tribe.

(<https://demo.iamheretribe.com/hr/>)