

Project Manager – Custom Solutions

Reference Number: PM_2020

Location: North America, remote role

PulseLearning is an award-winning 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 Project Manager (PM) – Custom Solutions who will manage the full project life cycle of client projects and be responsible for the delivery of exceptional learning solutions. The PM will provide effective leadership to a development team consisting of Instructional Designers, Subject Matter Experts, Quality Improvement Analysts, and Media Developers. This role will be focused on projects across North American time zones but could span projects in the UK.

The ideal candidate thrives in a culture of learning that fosters and supports professional development and growth.

The successful candidate will be working in a team-based, results-driven environment. This is a virtual position.

Role Responsibilities

- Lead projects through all phases of the project life cycle to completion, including planning, scoping, scheduling, budgeting, project controls, risk analysis, reporting, and executing all activities required for each project. This may require you to help the team complete tasks to deliver the project.
- Create a work plan that includes a schedule with dependencies, milestones, risks, and issues, and provide regular status reports to leadership as required.
- Lead reviews, identify complex risks, create risk mitigation strategies, and implement action plans.
- Interface directly with managers, employees, clients, and others to clearly define project requirements and manage expectations.
- Manage multiple projects, individually and as a team, simultaneously.
- Liaise with clients, taking time to understand clients' evolving needs, developing the client relationship through effective communication and personal skills, and building trust through repeated, timely, and effective project delivery.
- Communicate effectively with the global team in a fast-paced work environment.
- Create and update internal PM training documentation, supporting templates, and on-going processes.
- Promote and practice company values while leading staff and nurturing a creative, innovative, and enjoyable work environment.
- Act as the team quality control check for the project.



Required Experience and Certification

- Minimum seven years' project management experience
- Three years' experience in leading cross-functional teams developing eLearning educational products
- Knowledge and experience with eLearning courseware development is a strong requirement of the role.
- PMI PMP or PRINCE 2 certification preferred

Required Skills

- Life cycle management of an eLearning development
- Demonstrated experience as a dedicated PM rather than a hybrid role as a Senior Instructional Designer
- Strong proactive project management skills
- Breadth (not depth) in learning industry knowledge
- Demonstrated experience leading cross-functional remote teams
- Proficient with Microsoft Office and Microsoft Project
- Understanding of performance metrics, financial control, and project CPI
- Proactive in identifying and resolving issues and working through challenges with a positive attitude
- Interpersonal skills to influence and spur change and facilitate and enhance performance within a cross-functional environment
- Client management skills, with a demonstrated experience as the lead client liaison on projects
- Leadership and relationship-building skills
- Flexibility, motivation, and ability to meet deadlines
- Excellent verbal and written communication skills
- Ability to document issues, alternatives, and recommendations in an effective manner suitable for executive consumption
- Self-motivated, decisive, with the ability to adapt to change and competing demands
- Ability to lead, mentor, develop, and manage multiple teams simultaneously

To apply: Please email your résumé and cover letter to recruit@pulselearning.com. Please include the Job Title and Reference Number in the subject line of your email. Thank you.