PROGRAM MANAGER (SEATTLE OR SAN FRANCISCO LOCATION)

JOB DETAILS

As a Program Manager, you will work as the point-person for our client success and delivery team. You manage and execute all the details of a professional development / training program. You must be very tech-savvy and demonstrably able to use tools we have developed for seamless coordination with our subject matter experts / instructors, sales professionals, content support professionals and technology teams. This is NOT a project management role that simply requires keeping track of what others do, and ensuring they execute their work on time. Instead, you are the doer and coordinator of many moving parts to make sure the "show goes on" perfectly, smoothly, and without stress or confusion of any sort.

Some of the most successful people in this role have had prior jobs as diverse as "Stage Manager" for on and off-Broadway shows. The key to success is knowing that a large number of pieces go into the success of any professional development / training program; that the pieces must fit together well; that "pants on fire" program management fails every time and is always unacceptable; that the "show must always go on" and "don't let them see you sweat" are truths in all successful program management initiatives; and, that customer happiness and success is vital throughout.

You will work from our office in Pioneer Square in Seattle or near Market Street in San Francisco. No travel is otherwise required.

As noted, you are the doer and coordinator of many moving parts, including:

1. Sales teams (in pre-sales to help explain to clients our programs run and are coordinated);
2. Instructional teams (in delivering training, including uploading and managing content on our learning management system - LMS; creating online courses; coordinating training delivery schedules; remotely attending and supporting live trainings; coordinating editing of content/videos for our LMS);
3. Marketing teams (in coordinating marketing and sales of our live online courses with instructors, content professionals and logistics teams); and,
4. Finance teams (in coordinating payments to and from various parties)

 As a Program Manager you will be accountable:

A) To manage all aspects of the delivery and support of client products and services contracted, including ensuring customers are satisfied with what they receive, appropriate Help Desk and technical support is receive on a regular basis, and all products and services are being delivered as expected or better. This includes –

   a. Understanding what the sales team has sold to our clients;
   b. Maintaining accurate records of each client engagement on a project-by-project basis;
   c. Helping the sales team by identifying and coordinating with subject matter experts and instructors to participate in pre- and post-sale client calls, as needed, to customize the client solution and deliverables;

d. Managing the subject matter expert and instructor solicitation, vetting and contracting process on an overall and project-by-project basis (including maintaining and updating the subject matter expert and instructor database;

e. Maintaining a profit and loss statement for each client project, and reporting on the same to other managers;

f. Creating and executing project management calls and written plans (both at initiation and on an ongoing basis) with clients, subject matter experts, instructors and others to deliver client projects on time and on budget.

g. Assembling all internal human, content and technology resources (e.g., our subject matter experts, technologists, operations staff, LMS platform, etc.) to make sure that the project meets or exceeds our client expectations.

h. Communicating with all internal and external resources who are actually involved in the client engagement (or who should be involved) on a regular basis to make sure all parties are doing what is required to ensure the project is delivered in the highest quality manner possible, on-time, and in line with client expectations, including coordinate with clients about delegates, communicating with delegates, gathering project feedback, arranging venue logistics, etc.

i. Managing the Starweaver LMS content, curriculum, communications (through Slack, SalesIQ by Zoho and other messaging tools all used for student engagement, and instructor and/or project team communications) so that each course is delivered smoothly (e.g., posting content on the Starweaver LMS, calendar schedules, student communications…)

B) <u>To develop strong client relationships to cross sell to clients on a regular basis</u>, communicating with clients on an ongoing basis about their needs, identifying other areas of requirements, etc., as well as communicating with our instructors and subject matter experts to identify client opportunities they have with other customers.

C) <u>To support company sales and marketing initiatives</u>, including:

a. Managing the company customer relationship management (CRM) system data;

b. Coordinating sales and marketing emails through our CRM system;

c. Coordinating website SEO through third party consultants;

d. Coordinating website update and enhancements through third party consultants;

e. Coordinating regular free webinars with our subject matter experts and instructors;

f. Marketing our free webinars using our CRM data;

g. Answering prospect chat inquiries on our website

Your work will be measured based on:

I. The quality of delivery, smoothness in which delivery occurs and client satisfaction on projects for which you are responsible, with a minimum target client feedback rating of 9 out of 10;

II. Your ability to follow-through and execute the tasks you are responsible for, as described above;

III. Your cooperation, collaboration and follow-through with your colleagues (including sales, support professionals, and senior management);

IV. Your/our ability to retain and grow client business on a consistent basis; and

V. The amount of cross-sales business you generate in terms of the dollar amount, number of deals, and quality of business you develop from current and recent clients and prospects.

REQUIREMENTS

- ✓ A Bachelor's Degree or equivalent preferred.
- ✓ 3+ years hands-on program management expertise
- ✓ 2+ experience in the professional development / training sector (or demonstrably relevant field, as indicated above, which proves your ability to get things done)
- ✓ Strong, clear, convincing and compelling communications skills with clients and prospects.
- ✓ Excellent follow-up skills in planning and executing client engagements, including coordinating all parties and carrying out all the tasks you are responsible for, as described herein.
- ✓ Attention to detail and quality in everything you do (including your communications skills with clients, follow-up, etc.) to ensure your work is of the highest quality and that your manager and colleagues can trust you to produce top results.
- ✓ Superb ability to communicate by phone, email, Skype and other means with our prospects, clients and team members.
- ✓ Great drive and initiative to get work done that meets or exceeds expectations.
- ✓ Self-motivated personality and ambitions to achieve
- ✓ Excellent written and verbal communication skills
- ✓ Outstanding organizational and time-management skills

COMPANY SUMMARY

We are on a mission to transform technologists into world-class experts and business people into tech savvy leaders. It's that simple!

We are a specialized training company that provides live and online education for technology companies, financial institutions, government agencies and many others around the world. Our target audience are professionals working inside these client organizations.

We offer free online courses and private customized courses. The free online courses are a means of developing relationships (and upsales) with large companies who have many users of on these free courses, and the various individuals who want to subscribe to our course library.

More about us is located at http://www.starweaver.com and on our learning management system at learning management system at http:/lms.starweaver.com. You can also view some of our online courses at a third party sites, where we also syndicate our content (e.g., https://www.udemy.com/u/paulsiegel2).

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