



## Project Manager

**Reports to:** Manager, Product Development and Project Management

**FLSA:** Exempt - Full Time

**City/State:** Remote, Tennessee and Arkansas

**Description:** **GENERAL DESCRIPTION OF POSITION**

Are you looking to be part of a highly engaged team with a growing company? Are you collaborative and detail oriented with great communication skills? Does learning new skills and programs excite you? Are you willing to provide great service to our association-based clients, partners, and team members? If this sounds like you, apply today!

CGi, LLC is looking for a valued addition to our project management team. As a project manager, you will play a significant role related to program development, client service delivery and overall performance improvement. The best part? CGi, LLC is willing to train and develop the right candidate. Come join a dynamic team of project managers dedicated to achieving service delivery, client satisfaction, and outcomes!

**Requirements: ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Coordinate internal resources and third parties/vendors for flawless execution of projects and programs that are delivered on-time, within scope and within budget.
- Develop project scopes, objectives, and budget, involving all relevant stakeholders, to ensure feasibility
- Efficiently manage existing, new, or unplanned projects or programs with agility, flexibility, standardization, and monitoring.
- Remain abreast of best practices and regulatory changes relevant to key program areas.
- Utilize data-driven results, research, environmental scans, customer feedback, and other sources to recommend future program development, advance performance for CGi and clients, and drive operational efficiency within the company.
- Collaborate with all departments to foster client satisfaction and goal attainment.
- Oversee recurring webinars for programs and provide customer training and support.
- Manage data with reporting and distribution to clients to ensure benchmarks are updated biannually.
- Manage accounts to monitor engagement, resolve data submission problems, and onboard new clients.
- Work to continuously and strategically improve programs through a review of systems, product functionality, program enhancements, and process flows.

**EDUCATION AND EXPERIENCE**

- Bachelor's degree from an accredited college or university
- Minimum of 3 years work experience preferred and association industry experience a plus
- Demonstrated project and/or program management, creative problem-solving skills, and a history of achieving outcomes



## **COMMUNICATION AND CRITICAL COMPETENCIES**

- Superior attention to detail, organization, and follow through
- Excellent communication capability across all levels of the organization, and strong interpersonal skills with exceptional ability to build credibility and positive relationships across all work groups
- Relentless focus on clients' needs and consistent raising of the bar on service excellence
- Ability to absorb high volume of information from a variety of sources and to synthesize key elements for anticipating organizational needs
- Exceptional ability to build credibility and positive relationships across all work groups
- Ability to deal with ambiguity with strategic thinking, superb time management, judgment, and problem-solving skills
- Demonstration of a high level of integrity and ethics with superb judgment and maturity to manage sensitive information with care and confidentiality
- Ability to demonstrate knowledge, confidence, and professionalism, including in high pressure situations and with both internal and external clients and stakeholders
- Ability to thrive in a fast-paced, collaborative environment with a high comfort level in being accountable for decision making
- Capability for versatility, flexibility, and working within constantly changing priorities with enthusiasm
- Collegial, team-oriented, willing to pitch in as needed, and support challenges with an elevated level of flexibility

## **SOFTWARE SKILLS**

- High Proficiency: Microsoft Office Suite (Word, Outlook, Excel, PowerPoint)
- Experience and proficiency with project management applications and toolkits preferred
- Familiarity with eLearning software and/or learning management systems preferred
- High comfort level with adoption of new technology, software, or applications

## **EXPECTED TRAVEL**

Availability for 10% travel per year including some weekends

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## **EQUAL EMPLOYMENT OPPORTUNITY**

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit, and business need.