

Job / Project Description

“Catalyst Learning Online” - Project Manager for Customer-Related Activities

August 2017

Project Description / Goals

- Catalyst Learning (CLC) will pilot test a new, online-only delivery model for its existing blended-learning based School at Work (SAW) program. The objective is to expand the SAW model so there is a less resource-intensive way to provide the basic skill and behavioral skill learning to a broader group of healthcare employees.
- The Project Manager will –
 - Coordinate all customer-related aspects of the pilot test of the “Catalyst Learning Online” delivery model.
 - Gather feedback on content, delivery approach, etc. to make recommendations on post-pilot changes needed to make this delivery method most relevant, user-friendly, and beneficial for the target audience.
 - Define program outcomes measures (with CLC and customer advisory board) and report on findings.
 - Schedule, attend, and document all project planning and implementation meetings.
 - OPTION: Serve as virtual facilitator, assisting with questions and/or conducting periodic check-ins, especially w/ struggling students.

Project Schedule / Estimated Time Commitment

- Estimated start date: August 2017
- Estimated end date: December 2017
- Weekly time commitment: Hours will vary by week/month as project moves through stages from Planning, Start-Up, Implementation, and Wrap-Up. Expected range is 12 to 24 hours per week.
- The pilot is expected to be conducted in cohorts. Each customer cohort should complete the SAW module in two weeks.

Major Duties and Responsibilities

- Create and execute a project work plan and schedule to meet overall project goals for the customer pilot.
- Conduct planning meetings to ensure timely and effective program launch at customer locations. Work with CLC contacts on customer training and other start-up activities.
- Work with customers/Advisory Board and CLC to define outcomes measures for the program and routinely report to CLC management on progress. Flag any potential issues or concerns as they occur, and work to resolve.
- Conduct regular calls throughout the pilot timeframe with participating customers. Work to keep each location on defined schedule for completion.
- Lead meetings with CLC staff as appropriate to communicate project progress, and to lead project-related efforts supported by those in Client Relations, New Media, Sales, and Marketing.

Minimum Requirements

- Education: Bachelor degree in Business or related field, or Bachelor degree with at least five years of related experience.
- Experience: Experience in managing small to mid-scale projects. Minimum three years of related experience. Candidate must have working knowledge of Microsoft Office software and have good Internet skills.
- Skills and Abilities: The candidate must have excellent organization, verbal and written communication skills. The candidate must be able to work in a team environment and meet tight deadlines. This position may require some scheduling flexibility to accommodate project schedules and deadlines. Occasional evening and/or weekend time may be required.

Desired Qualifications

- Experience in the training, workforce and/or career development fields.
- Knowledge of Human Resource Information Systems and/or E-learning
- Experience with the School at Work program is preferred.

Team Members / Relationship

The “SAW Online” Project Manager will work closely with various members of the CLC team, including the following:

- Leadership Team. The Leadership Team will provide oversight, make connections as necessary with participating customers, and provide project parameters. Regular project updates will be presented to this group.
- Product Development Team. This includes a technical Project Manager who will work with both outside and internal developers (CLC New Media team) on the creation of the pilot module.
- Client Relations (CR) Team. Client Relations Coordinators provide front-line support to SAW customers at each location, including training on the product, customer and technical support, and other routine course-related communications.
- Sales and Marketing. The Marketing team is available to support communications needs as applicable.