



**Title: Project Manager**

**Location: Raleigh, NC**

**Status: Full-time**

**Aperian Global** is looking for a **Project Manager** with a passion for providing a stellar customer experience and a keen eye for detail to assist our clients and internal teams execute our global learning solutions. With over 30 years of experience, our organization enables individuals and corporations to work effectively across boundaries through greater understanding of ourselves and others. For a closer look at the work we do, please visit our website at [www.aperianglobal.com](http://www.aperianglobal.com).

### **Job Summary**

We're looking for an individual who is excited to be a key member of our Global Account Management & Solutions team. This position provides project support for the high-quality, customized consultative solutions Aperian provides to global clients. Responsibilities include overseeing the planning and implementation of consultative projects, which may include client communications, research, material development, logistics management, and more. You will work directly with clients, program participants, consultants, and our internal client and solutions team to ensure the highest level of customer satisfaction and quality control.

### **Responsibilities**

If you're right for this position, you can...

- Collaborate with subject matter experts, account managers, and clients to scope, plan, execute and implement client projects.
- Maintain project planning spreadsheets, track billable hours, serve as point of contact with key clients and, under guidance, respond to client inquiries and generate initial responses.
- Manage projects from start to finish, ensuring timeliness of deliverables.
- Monitor profitability and scope creep, proactively raising concerns to relevant parties.
- Coordinate resource allocation with colleagues to ensure successful completion of project tasks.
- Provide administrative support such as data entry, calendar management and miscellaneous logistics for specific large-scale projects.
- Manage diagnostic interview process; create summary reports and assist in conducting interviews when appropriate.
- Co-create customized surveys and analyze data, generate reports; manage the collection, analysis and reporting of client data.
- Serve as main client contact for program coordination, training logistics and execution of Aperian Global services.
- Work with diverse colleagues and global clients while honing your intercultural skills.
- Assist live virtual training sessions by setting up virtual room logistics, breakouts, polls, managing access, and monitoring the chat feature.

### **Qualifications**

We love working with good people who care about our customers and each member of the team. On top of

that, we're looking for someone with some or all of the following attributes:

- Not only exceptionally detail-oriented, but also skilled at organizing details, creating and following processes;
- Able to manage multiple tasks with competing priorities and tight deadlines;
- Self-motivated and able to work both independently and in a collaborative virtual environment;
- Agile thinker, able to react quickly to client demands, opportunities, and changing business conditions;
- Interest in the cross-cultural field, desire to work in a high-paced global environment;
- Can demonstrate service-mindedness, promptness, dependability and attention to detail;
- Familiar with Google Applications, Microsoft Office, Client Management Software (i.e. Salesforce), and virtual communication and learning platforms (i.e. Zoom, Microsoft Teams, etc);
- Excellent command of the English language, strong written and verbal communication skills;
- While not required, we may prioritize candidates with the following:
  - At least 1-2 years of work experience ideally in a globally operating company
  - Client service experience in a multinational environment
  - Knowledge of different project management methodologies
  - Experience in working in multicultural teams, often virtually
  - International working/living experience

## Why Work for Us?

When you join our organization, you will have the opportunity to work with smart, dedicated colleagues in an environment that fosters respect for diverse cultures and backgrounds, recognizes and values individual and team contributions, and promotes growth and development.

We offer a competitive compensation and benefits package including:

- Full Benefits (Medical, Dental, Vision, Life)
- 401(K) with Company Match
- Training and Career Development
- Generous Paid Time Off
- Ability to work remotely

## To Apply for the Position

Diversity, Equity, & Inclusion is part of our DNA. We take a broad view of diversity and truly believe that our differences are our strengths, and each person has something unique and valuable to offer to the world. We invite all applicants to please visit our careers application portal to apply: <https://aperianglobal.bamboohr.com/jobs/> EOE