



Client Experience Project Manager

The **Client Experience Project Manager** at TorranceLearning is responsible for managing the successful delivery of contracted services to our clients. Additionally, they play a key role in building strong client relationships that establish and maintain TorranceLearning's status as our clients' trusted partner.

The Project Manager manages internal and external teams and resources needed to deliver large scale, custom learning design & development projects to our clients. They are specifically responsible for project planning, scheduling, resource management, budgeting, execution, monitoring and follow-through facilitated with great communication to deliver the client solutions. We also look to the Client Experience Project Manager to drive innovative and creative thinking to support the client and team as projects develop and evolve.

The Project Manager is in turn supported by the application of TorranceLearning's LLAMA®, a proven agile approach, great resources, a great culture, and direct access to leadership.

TorranceLearning values diversity, equity, and inclusion and aims to advance it in the workplace by creating an environment of trust, transparency, and collaboration within our team, with our clients, among our colleagues, and with our communities. We actively seek to hire team members who reflect and share these values.

Primary Responsibilities:

- Provide thoughtful leadership of a project team.
 - Communicate effectively & transparently with clients regarding project and TL processes including roles, timeline, and budget.
 - Build strong, collaborative relationships with clients and team.
 - Provide outstanding experiences that cultivate loyalty.
- Apply effective and timely project management tools to handle multiple concurrent projects.
 - Create long- and short-term plans, including setting targets for milestones, adhering to deadlines, and allocating resources.
 - Work with project team members to manage the scope, schedule, budget, risks, quality, and resources of a project utilizing LLAMA® principles.
 - Serve as a point of contact for teams when multiple resources are assigned to the same project to ensure team actions remain in synergy.
 - Adjust schedules, resources, and estimates, as needed.
 - Perform quality control throughout the project to ensure the project meets the standards and expectations of both the client and TorranceLearning.
 - Facilitate project retrospectives to support the teams' growth in both project management as well as the substantive delivery of the product itself.
- Participate in our continuous improvement efforts around processes and standards.
- Continuously build personal knowledge of project management, client relations, elearning instructional design, development, technology applications, and best practices.

Our ideal candidate will have:

- Experience in planning, overseeing and leading learning projects from project ignition through project close-out.
- Experience in the application of LLAMA® or other Agile methods in project management.
- Awareness of principles of adult learning and systematic approaches to instructional design and development.
- Familiarity with corporate learning software and tools, both synchronous and asynchronous.
- Outstanding ability to collaborate with teammates, subject matter experts, and others to ensure project success.
- Strong verbal and written communication skills.
- Strong self-directed work skills, exceptional time management, deadline focus, meticulous attention to detail, dedication to quality, and focus on client satisfaction.
- Proficiency in Microsoft Excel, Word and PowerPoint.
- Proven leadership skills (particularly leadership of peers) and the ability to adapt, collaborate and delegate with teammates
- Demonstrated problem-solving skills and the ability to make important decisions with a scope of control and under pressure