



Position Description

Job Title:	Program Manager of Custom Programs	FLSA Status:	Exempt
Office Location:	San Diego, CA	Hours:	Full Time
Department:	Program Management	Salary:	\$60,000 per year plus benefits
Reports to:	VP of Operations		

Summary

This is an exciting opportunity for a highly organized, motivated, energetic, self-starter who has the desire to be a member of a dynamic, purpose driven team. The Leadership Edge is the industry leader of organizational development for the life sciences. We assess, guide and develop leaders, managers and teams, from the scientists at the bench to the directors in the boardroom. This role is part event planner, part air traffic controller, and a master communicator all rolled into one.

Essential Duties and Responsibilities

Work closely with the VP of Operations, program management team and business development to create an exceptional client experience.

- Translate the vision for custom programs that have been created by the clients and our Business Development team to make them a successful reality that delivers on critical client objectives.
- Work with the broader team, as well as independently to create and implement program management processes that incorporate the delivery needs of the client, facilitators and the company.
- Contribute to process improvement in program management, resulting in greater efficiencies and enhanced client experiences.
- Serve as a client liaison, rightsizing program management to effectively execute on program delivery needs.
- Support The Leadership Edge facilitators by ensuring the facilities, materials and tools are provided to support a great program delivery by our talented facilitation and consulting team.
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Key Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Understanding of the project management process
- Demonstrate a balance between big picture and tactical thinking, anticipating potential needs or challenges
- Excellent written and verbal communication skills addressing a wide range of contacts, including high-level executives, scientists, facilitators, and staff. Includes effectively employing tact, integrity, confidentiality, diplomacy, and flexibility
- Results-oriented
- Demonstrates impeccable attention to detail and goes the extra mile to see things through
- Strong teamwork and work ethic with a positive attitude
- Ability to manage a high volume of details across dozens of projects in a fast paced, deadline driven environment
- Demonstrated organizational, planning, and communication skills
- Proficiency in Microsoft Suite including Word, Excel, PowerPoint and Outlook
- Experience in the use of a CRM, such as HubSpot, is highly beneficial
- Ability to maintain composure under pressure
- Ability to work independently and accomplish tasks assigned within the time allotted
- Ability to deal with unanticipated challenges with grace and composure



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- Competency in setting up virtual meetings in Zoom including the use of QR codes for assessments, polling and scheduling calendar events.
- Exposure to learning and development tools and instruments including the Myers-Briggs Type Indicator®, CliftonStrengths 34®, SurveyMonkey is beneficial but not required
- Understanding of cloud computing to use the cloud-based system, organize folders and maintain an organized company-wide shared filing system
- Playful, professional, flexible, loves to learn and thrives in a fast paced, entrepreneurial environment
- Ability to lift and carry or transport approximately 20-25 lb. boxes

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The office is a multi-floor building without an elevator. Offices are located upstairs.

Education and/or Experience

- Minimum of 1-2 years related experience and/or training; or equivalent combination of education and experience
- 1-2 years of program management or event management preferred

Other Requirements

Proficient in Microsoft Office 365 applications including Word, Excel, PowerPoint, SharePoint, Outlook and Planner. CRM experience and email marketing platforms are beneficial but not required.

Zoom, MS Teams, and other virtual platforms.

Language Skills

Excellent written and verbal communication skills in English are a requirement.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Ability to prioritize tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk.
- The employee may need to lift and/or move up to 25 pounds on occasion.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Interested candidates may submit their resume online at Info@theleadershipedge.com