

Delivery Manager

Global Compliance Services, a global provider of ethics and compliance solutions to the Fortune 1000, seeks a Delivery Manager to join our fast-paced Production Services Department located in our corporate headquarters in the Ballantyne area of South Charlotte. The Delivery Manager is primarily responsible for the management of the project management team and ensuring the successful delivery of all client projects. The Delivery Manager is responsible for overseeing the project management of all client deliverables from project initiation through launch/delivery. The Delivery Manager will seek to continually evaluate the delivery processes and implement efficient strategies for managing projects which include managing scope, communications, resources, budget, timeline, quality and risks.

RESPONSIBILITIES/DUTIES:

- Day-to-day functional management of the project management and awareness team
- Assign project managers to client projects ensuring appropriate utilization of resources
- Continually evaluate the methods and technology used by project managers for the management of client projects and make appropriate recommendations
- Champion the team through development and dissemination of appropriate information to the rest of the organization to enhance positive/effective communication between departments
- Oversee and participate in the development of an integrated process between multiple product development teams to ensure the sharing of critical information
- Develop an understanding of the delivery methods for training and educational products (Learning Management Systems, SCORM, CD, website, internet, PDA) to be able to effectively communicate with the development team and clients
- Manage the development and delivery methods for Awareness (educational) products to ensure delivery of quality products to clients
- Facilitate and enhance the cohesiveness of the Production Services team
- Exercise critical decision-making skills to include oral fact finding, successful analyses and identification of issues, excellent discretionary judgment and decisiveness when taking action
- Proactively identify and implement opportunities to improve the initiation, design, development and launch/delivery process
- Ensure that Customer Satisfaction and Quality of Service standards of excellence are achieved
- Must be able to effectively track time, project revenues and expenses, and manage change orders resulting in minimum profitability targets for each project
- Oversee managers of new course development/products (i.e. courses, vignettes, short subjects, print material, interactive web sites)
- Work closely with internal departments and to ensure timely and cost effective delivery of all products
- Ability and proven track record in interfacing with functional and executive level management
- Develop a thorough understanding of all Production Services pricing methodologies and profitability benchmarks
- Participates in appropriate meetings, seminars and training sessions. Assists with special projects and other company efforts
- Limited travel may be required
- Carries out all responsibilities in an honest, ethical and professional manner

SUPERVISORY DUTIES:

- Manage, develop and coach team members through mentoring and formal and informal training programs
- Interpret and communicate internal policies and procedures
- Act as the primary point-of-contact/escalation path for project managers for client issues
- Assimilate, simplify and communicate complex issues and delegate/manage tasks as necessary
- Oversee, guide and assist project managers assigned to internal infrastructure and new product development projects

MINIMUM QUALIFICATIONS:

- BA/BS in IT, Education or other with related work experience
- Significant experience in training and development
- Experience in building e-learning web-based courses
- Knowledge of the principles of Instructional Design and the essentials of adult learning
- Knowledge of LMS, SCORM and AICC
- PMP certification required
- Knowledge of and experience with print media and graphic design a plus
- Ability to interact effectively internally and externally with functional and executive-level management at all levels and varied diverse cultures
- Ability to effectively organize and manage time, solve practical problems and carry out responsibilities under minimal supervision
- Exceptional leadership, verbal and written communication, team building and presentation skills
- Proficient with MS Office Suite, Windows
- Strong customer and results orientation
- Ability to interact effectively at all levels and across diverse cultures
- Ability to function as an effective team member

Global Compliance Services offers competitive salary, full benefits, a pleasant and cooperative working environment, and the opportunity to work for a company that encourages integrity in its employees and customers. To learn more about us, please visit our website at www.globalcompliance.com.

Send resume w/cover letter and salary requirements to GCS-HR, 13950 Ballantyne Corporate Place, #300, Charlotte, NC 28277, or email to jobs@globalcompliance.com. Please include "DM" in the subject line. Sincere applications should **include salary history**/requirements in a cover message/letter accompanying resume submission.

Global Compliance is an Affirmative Action and Equal Employment Opportunity employer and encourages diversity in our workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.