PROGRAM MANAGER - CLIENT DELIVERY (CONTRACT)

Earley Information Science (EIS) is a growing professional services firm dedicated to helping organizations optimize information to become customer-driven and AI-enabled. Backed by a deep history and outstanding reputation, Earley Information Science consistently delivers value to clients across multiple industries, including dozens of Fortune 1000 companies.

We are looking for an accomplished Program Manager who can provide execution leadership for complex data and knowledge management initiatives. You will play a key role in partnering with Earley executive and client leadership and the Earley delivery team to deliver some of our highest-profile programs in Product Data, Content, and Knowledge Management. Further, you'll be joining a passionate, national team of experts with deep experience and relationships in B2B Manufacturing, Distribution, Financial Services, and Life Sciences. **This is a contract position with the opportunity to convert to a permanent full-time position in the future (6-12 months).**

RESPONSIBILITIES:

Project Management
- Work with the Engagement Lead and / or Client Partner to develop and socialize work breakdown plans, scope definition, and schedules for client delivery projects
- Manage the ongoing project schedule, milestones, resources, issues and risks
- Schedule and run internal delivery team design discussions and regular team stand-ups to support overall progress and identify potential issues in near real-time
- Coordinate with Engagement Lead and / or Client Partner to author and run regular status meetings with client and overall client communications plan
- Approve team resource time, and manage overall time to schedule and budget parameters
- Escalate issues and risks with Earley and client leadership, where needed. Develop and articulate risk mitigation plans

Solution Delivery
- Work with Earley delivery team to define overall deliverable quality review plans and final deliverable(s) workflow
- Provide qualitative feedback on client deliverables, where applicable. Own specific presentation content and client deliverables, at the discretion of Engagement Lead or Client Partner
- Update and manage project management methodology and processes
- Advise and manage any PM tools

CORE VALUES:
Ideal candidates must demonstrate EIS' core values daily.
- Honesty and Transparency
- Sense of Urgency
- Practical & Innovative
- Stronger as a Team Than As Individuals
- Customer Obsessed
- Do What We Say

QUALIFICATIONS:
Required
- 8+ years of experience working in a professional service, marketing agency, or consulting organization
- 5+ demonstrated experience delivering information management or digital/web solutions in a project manager or production lead role
- Demonstrated experience in at least one of the following areas: Product Data Management, Knowledge Management, Content Management, Customer Engagement (CRM, CDP's)
- **Demonstrated experience in managing teams of 5+ people and in working cross-functionally across an organization**

Ideal
- Experience with working with distributed and cross-functional teams
- Strong knowledge of Taxonomy and Information Architecture, Attribute Design, Data Fill, and Data Quality Control procedures
- Experience in a professional services role or consulting role
- Experience in leading project lifecycle from ideation through handoff, with some demonstrated level of Agile/Scrum experience
- Ability to frame a problem, approach, and build and execute plans
- Preferred industry knowledge in at least one area - B2B, B2C, Retail / eCommerce, Industrial, Financial, Insurance, and Manufacturing
- Preferred experience managing projects involving knowledge engineering, content optimization, and customer engagement

Skills & Knowledge
- Strong presentation, communication, and client engagement skills
- Familiarity with project management and collaborative software platform tools (JIRA, Basecamp, Asana, Slack, MS Project and Teams) Ability to multi-task, prioritize, and manage time effectively
- Great disposition – remaining calm in stressful situations
- Collaborative – Ability to work in a team environment
- Creative thinking and analytical problem solving
- Sound business acumen and analytical skills

LOCATION AND TRAVEL REQUIREMENTS:
- Candidates must be US-based, Central or Eastern time zones preferred
- Travel 10-20%