



Position Description	
Position:	Program Manager
Department:	Services – Compliance Americas
Location:	Open

Supervisory Responsibilities (if any):

N/A

Job Scope and Accountabilities:

The SAI Global Services Organization assists clients in planning for, implementing, and managing global ethics and compliance education and communications initiatives.

- The Program Manager is accountable for delivering best of breed program services to ensure client satisfaction and maximum utilization of applicable solutions.

Key Responsibilities:

The Program Manager will be the primary Services contact for assigned clients and provide ethics and compliance program management. Specific responsibilities include but are not limited to the following:

- Manage assigned client relationships to ensure that the highest level of service is provided;
- Primary point of contact and program manager for the delivery of all solutions;
- Assist clients in the definition and design of ethics and compliance program strategies, curricula, communications, and implementation plans;
- Strategically manage the client program through ongoing client collaboration; develop a deep understanding of clients' ethics and compliance business requirements and share best practice recommendations to drive continual program improvement;
- Liaise with all necessary internal departments to ensure client solutions are delivered per agreed upon scope and timelines;
- Champion client requests; represent client interests in product and service solution planning initiatives;
- Escalate issues accordingly to appropriate Service management to ensure visibility and timely resolution;
- Manage client utilization to ensure effective use of programs, tools, and solutions purchased;
- Maximize working knowledge of all product and service solutions in order to identify new business opportunities;
- Track and report results of all client initiatives via SF.com;

- Perform business development activities to assist Sales in the acquisition of new and development of existing business;
- Complete other projects as assigned; and
- Travel (approximately 25%) is required.

Experience Required:

- Strong project management and time management skills, attention to detail, with an ability to follow-up on items to ensure timelines are met;
- Proficient in Microsoft Office, especially Excel; and
- Knowledge of Learning Management Systems is desired.

Education/Professional Qualifications:

- Requires a bachelor's degree;
- 3 – 5 years experience in client/professional services organization or related field with a provable track record implementing similar type programs and client account management.

Interpersonal Skills:

- Excellent written and oral communication skills; must be able to present solutions to clients face-to-face with professionalism and credibility;
- Must be able to use experience and judgment in order to address and resolve complex client issues;
- Ability to use basic selling skills and techniques to suggest additional programs or solutions to meet client needs and/or generate leads for other team members;
- Initiative and desire to work successfully in a fast-paced, small-team environment providing the highest level of client service and ensuring client satisfaction; and
- Understand and support the Company's goals, business, and values.

Full commitment to conduct business with the utmost integrity and in full compliance with the law is absolutely essential.

To Apply:

Interested and qualified candidates should remit a resume, with salary requirements to SAI Global's Human Resources department via email at:

SAIGamericas_jobs@saiglobal.com; please reference PROG MG 039-12.

SAI Global is an equal opportunity employer.