

Learning & Development Program Manager

Position Overview:

The Learning & Development Program Manager works with internal and external professionals to implement the professional development and consulting programs Mountaintop administers for leading companies, law, financial services, and private equity firms. They are directly client-facing and serve as a primary liaison between Mountaintop and our clients.

The Program Manager is responsible for interfacing with clients, developing an understanding of their business, and keeping multiple programs moving forward simultaneously. They are responsible for scoping, planning, and monitoring client projects such as professional development programs and consulting projects. This includes drafting materials related to program management, including timelines, budget worksheets, and work plans; updating those deliverables regularly; and monitoring team members' progress toward their timelines and objectives.

The ideal candidate has the confidence to initiate action if goals are not being met. Creating accountability for clients and colleagues takes finesse and a bit of charm. So, our Program Managers should have strong communication and people skills, problem solving skills, and the ability to stay calm under pressure.

This is a full-time position with a hybrid work schedule. It will be in-person 3 days a week in downtown Houston. To protect each other and meet client requirements, all employees must be fully vaccinated for covid-19 and update that vaccination as boosters become available. Typical working hours will be between 8:30 AM and 5:30 PM. Compensation is attractive and commensurate with experience level.

About Mountaintop:

Mountaintop Consulting is committed to providing exceptional work and service for our clients through a culture that values great work and great teammates. If this describes you, and you're looking for more than just a job, we'd like to get to know you.

Mountaintop Consulting is an established, successful consulting boutique whose clients include Shell Oil Company, Kirkland & Ellis LLP, Wal-Mart, Johnson & Johnson, Susman Godfrey LLP, and other prestigious financial services, law, and private equity firms. We are a true meritocracy where the opportunities for professional growth and learning are limitless. About our culture: we are friendly and hard-working. We give a lot of feedback – and take it with the positive intent with which it's given. We don't shy away from tough conversations. We hold each other accountable and support one another personally and professionally.

Primary Duties & Responsibilities:

Program Planning & Logistics

- Serve as the lead project manager for professional development programs Mountaintop administers in partnership with our clients
- Manage execution and day-to-day operations for programs in collaboration with Mountaintop colleagues, including creating and monitoring program work plans, facilitating meetings, and leading the development of deliverables for professional development programs



- Coordinate with the internal team on scope of work documents and create work plans in Mountaintop's project management system
- Compile and analyze client assessment and tracking data in Excel
- Upload and manage client lists in CRM system
- Create and distribute surveys
- Follow established workflow processes and track progress in project management system
- Provide logistical and administrative support of programs and senior team members, including scheduling meetings related to the program
- Conduct online research as needed
- Review all final deliverables for formatting, accuracy, and compliance with brand guidelines and program requirements

Training Management & Support

- Prepare presentation materials, handouts, and follow up resources for trainings and workshops
- Coordinate multiple, simultaneous virtual and in-person training and coaching programs, including scheduling, invitations, review and revision of materials, on-site and/or virtual coordination, and trouble shooting
- Provide technical support as well as support client engagement during live, online webinars and workshops
- Build strong relationships with clients and internal facilitators by providing clear communication and creative solutions to problems that may arise.
- Assist facilitators with administrative tasks such as capturing participant comments and distributing digital participant materials if needed
- Support a variety of digital meeting platforms including Zoom, Webex, and Microsoft Teams and be willing to learn additional platforms as needed

Client Relations

- Serve as a liaison between clients and the Mountaintop team
- Build client relationships through ongoing interface, project check-ins, and execution of project deliverables
- Manage client onboarding process
- Collaborate with Mountaintop colleagues and client teams to guide a project's direction, including creating and monitoring project work plans, facilitating meetings, and leading the development of project deliverables in the implementation of professional development programs

Requirements & Experience Profile:

Education, Knowledge, And Technical Skills

- Bachelor's degree required
- Curriculum development or experience facilitating training programs a plus
- Proficiency in Microsoft Office (Outlook, Word, PowerPoint, Excel) and project management software
- Experience with virtual meeting platforms, such as Zoom and Teams

Experience

- Five years of related experience, preferably in a professional services or law firm environment or educational setting

Attributes

- Passionate about learning and development and its value to, and impact on, organizations
- A well-organized, hardworking, adaptable self-starter who is effective working in a fast-paced and rapidly changing environment
- Enthusiastic and capable of serving as an ambassador for Mountaintop's work and core values
- Someone who enjoys connecting with people and quickly develops trust-based relationships
- Consistent and productive. Able to develop and follow detailed processes
- Enjoys work that requires frequent shifts in direction and can do so while maintaining impeccable attention to detail
- An avid learner who enjoys taking on new challenges and solving problems
- A team player with a "can do" attitude
- An excellent listener and notetaker
- Principled and committed to the highest standards of ethical behavior and confidentiality
- Willing to pitch in wherever needed on a team or project
- Eager to learn new software and savvy with the use of technology for internal processes and client work
- An effective oral and written communicator (will be tested)
- High sense of urgency, with the ability to meet deadlines
- Excellent time management and organization skills, with the ability to prioritize work
- Comfortable and effective dealing with senior management and clients

Other Requirements

- Proof of vaccination for covid-19
- Authorized to work in the US

Interested candidates should send their Resume and a Cover Letter to info@mtopconsulting.com.