

**Title: Program Manager**  
**Location: Kolding, Denmark**

Status: Full Time

With over 25 years of experience, Aperian Global® provides organizations with scalable, blended solutions that enable them to conduct business effectively across boundaries. Our consulting, training, and online learning tools help employees at all levels to engage global and local counterparts in a fully inclusive way, bringing out their best ideas while serving as a catalyst for innovative new solutions. We provide learning solutions in the areas of Practicing Cultural Agility, Creating an Inclusive Workplace, and Supporting International Assignments.

### Job Summary

A Program Manager (PM) is responsible for building, enhancing and maintaining positive relationships with existing clients and assisting with their growth through the successful coordination of the operational & logistical aspects of training programs. The PM will ensure the highest level of customer satisfaction and quality control. The PM serves as a strategic member of the Global Account Team by identifying new opportunities for both web tools and training and by acting as a main point of contact for our training clients.

### Key Responsibilities

- Serve as main client contact for program coordination, training, logistics and execution of Aperian Global's services
  - Coordinate programs from the inception of the sales cycle to delivery and evaluation with respect for tight deadlines, clients needs, quality of service and profitability
  - Utilize internal administrative processes and communication tools to facilitate efficient client interactions, close the sale of cross-cultural training opportunities and respond promptly to client requests
  - Accurately represent Aperian Global services to new and existing clients; rapidly build and maintain strong knowledge of Aperian Global services and client base
  - Develop and customize Needs Assessment Questionnaires
  - Conduct needs-assessment phone calls with cross-cultural training participants and select trainers for training programs globally
  - Effectively promote and support GlobeSmart and other web tool usage in the region.
  - Serve as a liaison between clients and Aperian Global consultants and other Aperian Global departments
  - Work collaboratively with Global Account Managers (GAMs), Client Relations Managers (CRMs), GlobeSmart Engagement Managers (GEM) and New Business Development to generate new leads, to close the sale of training and consulting services, and to ensure customer satisfaction and quality control
  - Ensure timely production of client activity and evaluation reports as requested by client and global account managers
  - Maintain Customer Database (SalesForce)
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## Key Qualifications

### Required:

- Degree in related area (i.e. International Business, Intercultural Communication, etc)
- Interest in the cross-cultural field, desire to work in a high-paced global environment
- Familiarity and comfort with different virtual technologies
- Flexibility and ability to think and react quickly to client demands and opportunities, and changing business conditions
- Excellent communication (face-to-face, telephone, email and virtual conferences) and interpersonal skills, intercultural sensitivity
- Excellent command of the English language
- When needed, flexibility with working hours (able to take calls to accommodate different time zones)
- Can demonstrate service mindedness, promptness, dependability and attention to detail
- Can work independently and at the same time be a strong team player
- Can maintain multiple priorities, meet deadlines and has strong logistical skills
- Represent Aperian Global's mission and vision

### Recommended:

- At least 1-2 years of work experience ideally in a globally operating company
- Experience with web-based training tools and e-learning methodologies
- Client service experience in a multinational environment
- Knowledge of different project management methodologies
- Fluency in additional languages (i.e. Danish, Spanish, French or German)
- Experience in working in multicultural teams, often virtually
- International working/living experience

## Why Work For Us?

If you are looking for an opportunity to make a positive impact on globalization and work with a company that has a strong reputation in its field, you have come to the right place. When you join our team, you will have the chance to work with smart, dedicated colleagues in an environment that fosters respect for diverse cultures and backgrounds, recognizes and values individual and team contributions, and promotes growth and development.

Our **Vision** is to be the partner of choice with corporate and educational organizations for Global Learning Solutions.

Our **Mission** is to enable individuals, teams, and organizations to work effectively across boundaries.

We offer a competitive compensation and benefits package. For more information check us out on our website at <http://www.aperianglobal.com>.

**To apply for the position**, please send your resume and cover letter via <https://aperianglobal.bamboohr.com/jobs>. Recent graduates encouraged to apply.

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