

Title: Senior Client Engagement Manager

Company Description

Founded in 2015, Mursion is a virtual reality environment where professionals practice and master the complex interpersonal skills necessary to be effective in high-stakes professions. They deliver virtual reality simulations that recreate the most demanding interpersonal exchanges that professionals confront on the job every day.

Position Summary

We are looking for talented people with diverse backgrounds and experiences, who are inspired by the mission to leverage virtual reality technology to reinvent professional learning, and who are motivated to help clients become the premier global platform for virtual simulation training for behavioral skills. We're looking for someone who is technologically-savvy, a strong collaborator, skilled in communication, and is comfortable working in a fast-paced startup environment.

Position Overview

We are seeking a Senior Engagement Manager to oversee client engagements. The ideal candidate will have five or more years in client engagement in an organization that delivers a technology-enabled service. This person should also be a systems-thinker, a self-starter, highly organized and a strong collaborator. This position is a full-time, remote, salaried position reporting to the Executive Director, Operations.

Responsibilities

- In a consultancy model, develop strategic approaches to integrate technology in the training environment of our client's customers
- Manage and execute the full lifecycle of new client engagements including project schedule, budget and deliverables, including the design of simulation scenarios and the communication of learning outcomes
- Ensure all projects are executed in a manner that is consistent with Standard Operating Procedures on time and on budget and that customers and end-users are delighted with the experience
- Grow client engagements using data from current projects to drive soft-skills

improvement in client organizations

- Improve learning outcomes through enhancements to scenario design and learning analytics
- Create Standard Operating Procedures in partnership with Executive Director, Operations
- Identify opportunities to improve gross margin of all project engagements without sacrificing operational quality or client learning outcomes

Skills and Experience

- 5+ years of experience in client or program management of a technology enabled service
- Strong background in CRM, knowledge management, project management, and/or technical systems
- Experience cultivating engagements with large high-level external clients
- Solid written communication skills
- Detail-oriented
- Self-starter, able to own and deliver on large chunks of work
- Experience in a start-up in tech, healthcare or corporate learning a plus

Perks

- Fast growing corporate learning environment
- Medical/dental/vision benefits
- Unlimited PTO
- Paid holidays
- 401K
- Parental leave
- Stock options
- Purpose driven work

Mursion is an equal opportunity employer and encourages applications from people of color, women, persons with disabilities, and LGBTQ+ applicants