**Talent Leads the Way**

TeleTech is helping organizations transform the customer experience. This means we need to recruit and retain great talent. Talent to execute on the customer experience as it is today... talent to imagine the customer experience of tomorrow… and the talent to guide both.

Because of this, the Learning Development team at TeleTech is integral to the success of our business. There is a consistent and steady need to help us build and sustain best in class curricula and learning solutions across our global organization. For this role, we need ‘strategic do-ers.’

**What the role really does…**

A results-oriented Project Manager experienced in managing the design, development, delivery, and evaluation of blended learning curricula. Specific experience in eLearning development is essential. Previous experience working with corporate training clients is also integral to this position. Experienced in design and implementation of blended learning curricula, ensuring alignment with business objectives. Proven ability to conceptualize and successfully implement curricula for sustained business growth. Accountable for managing full development lifecycle of complex blended learning projects for multiple Fortune 500 companies.

**Duties and Responsibilities:**

* Holds the highest level of responsibility for management of resources and tasks on all projects. Organizes, plans, schedules, and implements all phases of development for each project. Supervises Instructional Designers and media production to schedule, build, QA and deliver final project on schedule and on/under budget.
* As Instructional Designer, practices the principles and methodologies established for successful adult learning and understand the desired outcome(s) of internal and external clientele. Designs, gathers, and prepares information to be created into blended learning programs to achieve desired learning objectives.
* Conducts initial program training and content assessments and proposes solutions for improvement based on desired business objectives.
* Significantly contributes to all department process and standards improvements.
* Participates in the definition and execution of departmental strategies. Drives results that meet annual department objectives.
* Communicates and works closely with internal and external clients, Learning Services team, and executive management.

**Job Specifications:**

* BA/BS or equivalent experience.
* Experience with corporate training development and delivery.
* Direct eLearning development experience.
* Understanding of the most useful impact of Instructional Design methodology in blended learning programs.
* Working knowledge of complete Microsoft Office Suite, in addition to Project and Visio.