

JOB DESCRIPTION

INDUSTRY: Hospitality

POSITION: Project Manager

JOB OVERVIEW:

Bring expertise to drive successful hospitality projects. This role requires strong relationship-building skills, adapting to each client's culture, and providing effective facilitation and coaching support.

ESSENTIAL RESPONSIBILITIES:

1. Able to work as an IRS Form 1099 independent contractor, completing all necessary documents.
2. **Project Management**
 - Provide strategic direction and leadership for various projects from inception to completion.
 - Effectively communicate project objectives and outcomes.
3. **Client Engagement**
 - Collaborate and build relationships with clients at all levels from Executive Team Leadership to Front Line Associates.
 - Ensure project deliverables align with business objectives.
 - Communicate project progress, challenges, and resolutions to clients in a clear and concise manner.
4. **Facilitation, Coaching, and Content Design**
 - Facilitate training sessions to all levels within an organization
 - Conduct short pieces of on-the-job learning to ensure clients successfully implement the skills learned within the Freeman Group workshop.
 - Design content and customize all client collateral to align with the organization's mission and brand standards.
5. **Budget and Resource Management**
 - Risk Management / Compliance Manage time and deliverables within a project scope to ensure budgets and financial objectives are met.
 - Communicate resource needs to achieve project goals efficiently.
6. **Rise Management / Compliance**
 - Assist in identifying potential risks and challenges associated with projects and communicate risk mitigation strategies.
 - Proactively address issues to minimize impact on project timelines and deliverables.
 - Ensure all projects adhere to relevant regulatory requirements and industry standards.

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MINIMUM EXPERIENCE AND QUALIFICATIONS:

- High School Diploma or General Education Diploma (GED)
- Five (5) years of Hospitality experience.
- Two (2) years of working in an Operations Management role.
- One (1) year of direct Customer Service experience
- Excellent written communication skills (grammar, spelling, and punctuation).
- Excellent verbal, non-verbal communication skills and listening skills.
- Complete fluency in written and spoken English.
- Proficient with all Microsoft Office products.
- Strong administrative, prioritization, interpersonal, and organizational skills.
- Experience delivering assignments on time to assigned deadlines.
- Experience performing under pressure and within fixed time constraints
- Remain composed and multi-task in a demanding, fast-paced work environment.
- Maintains a professional appearance and adheres to Freeman Group Appearance Standards.
- Must have the flexibility to travel to various client sites both domestic and (potential) international
- Must be able to commit at least 20 weeks/year for projects.

PREFERRED EXPERIENCE AND QUALIFICATIONS:

- Bachelor's Degree in a related field
- Instructional Design experience and use of software programs like Articulate or Docebo
- Certifications within Hospitality and/or Project Management (i.e. PMP, CHM, CHA, AHLEI)