



Health Communication Services Project Manager

Reports to: Senior Manager, Account and Project Management

Job Type: Full Time 40 hours per week

The Project Manager is responsible for lay language summaries in the Health Communication Services (HCS) Department. This Position will be based in the CISCRP Boston, MA, office.

Job responsibilities include:

- Provides support for active accounts across multiple senior project managers
- Provides unprecedented customer service and project management
- Manages the planning and execution of HCS projects including:
 - Preparing project plans and budgets
 - Maintaining timely and responsive communication with client project teams by email and phone
 - Provides frequent and routine updates on project status
 - Coordinates scheduling and communication with CISCRP staff and external vendors to meet project timelines
 - Drafting project materials
 - Overseeing, reviewing and coordinating contributions from internal staff, medical writers, editorial reviewers, translation services and other vendors
 - Ensures that project teams follow CISCRP's standard operating procedures (SOPs)
 - Provides editorial review of all deliverables to ensure adherence to CISCRP's quality and compliance principles (e.g., style, format, comprehension; unbiased, accurate and non-promotional)
 - Preparing statements of work (SOW) for assigned active accounts clients
 - Participating in project governance meetings
 - Supporting senior staff in preparing for senior level account governance meetings
 - Tracking project timelines, budgets and expenses
 - Ensuring that projects – including deliverables -- adhere to timelines
- Interacts routinely with the Quality and Compliance function
- Maintains a familiarity with global regulatory requirements and climate
- Assists in the development and execution of standard operating procedures, process and quality improvements

- Utilize project management software (Wrike) to track project status, report on project metrics and map key project dates to manage workflow

Education and Experience:

- Bachelor's degree required; advanced degree preferred (ideally in journalism/communications, biological/medical sciences, or public health)
- 3 – 5 years of experience supporting and managing projects

Preferred Skills:

- Experience managing editorial and communication processes
- Knowledge of principles of plain language health communication preferred
- Foreign language skills a plus