

# Consultant Job Description

Updated July 16, 2024

## Summary

The Consultant will serve as the primary leader on a project that includes client engagement, meeting and exceeding clients' desired outcomes, spearheading internal and client project initiatives, building deep and trusting relationships with key leaders and decision-makers, and building their strengths through their commitment to their professional development in a wide variety of subjects important to our company's goals and our clients.

The Consultant will be an expert at framing and reframing issues, problem-structuring, optimizing company and client processes to meet project deliverables, developing go-to-market strategies, and facilitating ambitious and challenging change management initiatives. Additionally, the Consultant will support the continued growth and expansion of the Company by building systems, processes, and service lines to meet existing and future demand.

## Role & Responsibilities

### Client Engagement

- Interface with client leads and become a trusted advisor or confidant.
- Cultivate successful relationships with clients and their constituents, as a representative of both the Company and the client being served.
- Lead client engagement teams, train and mentor team members or contractors to support them in developing their consulting skills and expertise.
- Synthesize information needed to become familiar with the client, project context, existing environment, trends, and recommended practices, as well as rearticulate the information to other interested parties.
- Schedule, coordinate, and facilitate interviews, meetings, focus groups, and discussions virtually and/or on-site/in person when appropriate.

## Project Management

- Manage work efforts to contract specifications to meet and exceed all timelines, deadlines, and company quality standards.
- Design, develop, and administer data collection instruments and processes to achieve project goals.
- Develop written reports for client and/or internal purposes, including but not limited to organizational assessments, data reports, project reports, and closeout reports.
- Anticipate and communicate project risks, with proposed plans to mitigate issues.
- Support delivery assurance practices by conducting periodic project reviews and audits and maintaining accurate and timely project reporting.

## Business Development

- Promptly create proposals and RFP documents in response to business opportunities.
- Engage in procurement processes and sales strategies to bring in clients and contracts.
- Expand business through market research of client needs through the creation of new service lines related to our company's mission and the systems to support them.
- Develop quality work products, intellectual property, and documentation in a systematic manner that can be replicated for future projects and initiatives.
- Analyze internal and external environments and opportunities and provide recommendations on business operations and strategy as appropriate.

## Financial Management & Analysis

- Perform project costing and pricing financial analyses in an as-is environment.
- Forecast and predict cost break-downs in proposals or future-stated environments.
- Manage contractors and ensure they meet internal and external expectations.

## Marketing & Thought Leadership

- Publicly represent and promote the company with prospective and current clients, and general audiences.
- Actively contribute to the company's marketing efforts and marketing campaigns.
- Provide content for social media and email communications, and the development of marketing materials such as case studies and thought leadership.

## Business Operations

- Maintain and update client- and opportunity-related databases.
- Maintain and update all systems, documents, project files and folders.
- Support the development and facilitation of company-led or sponsored events.
- Conduct periodic intensive data management / assessment and lead data projects.

## **PREFERRED SKILLS & EXPERIENCE**

- Master's degree is strongly preferred.
- Experience conducting needs assessment projects.
- Experience with building systemic approaches to supporting ASL interpreters.

## **REQUIRED SKILLS & EXPERIENCE**

- Proven quantitative, analytical, problem-solving, and conceptual thinking skills.
- Excellent client interaction and relationship building skills.
- Collaborative work style, strong communicator, and strong interpersonal and team skills.
- Ability to effectively plan and lead processes to reach conclusions/consensus in facilitated meetings and proactively and adeptly handle disruptive situations.
- Knowledge of the various levels of listening, ability to choose the right level depending on the situation. Ability to objectively restate opinions and reframe challenging situations.
- Ability to select and use appropriate tools for the job and perform technical research as required to supplement and support methodologies in delivering solutions to clients.
- Proficiency in the use of Google Workspace, CRM, Project Management, and other systems to accomplish daily business activities and facilitate communications.
- Ability to design and develop technical reference documentation for project work plans, guidelines, standards, procedures, and processes that meet the client's needs.
- Ability to identify key issues, analyze data, and make recommendations.
- Ability to guide the client and the company to make the best decisions.
- Ability to think globally and discuss multiple aspects and impacts of issues.
- Ability to respect and appreciate different personalities, styles, and backgrounds.

# Salary Range & Benefits

Salary range: \$90,000 - \$120,000

Benefits:

- Health insurance, available upon hire
- Vision insurance, available upon hire
- 401K available after one year of service, 4% match of employee salary
- \$1,500 annual professional development