

### POSITION SUMMARY

This position functions to ensure effective, impactful, and on-brand delivery of services. The engagement manager will be accountable for successfully planning, organizing, and supporting client engagements in close partnership with the Account Manager. This person will need to have the ability to direct teams and partner closely with all levels of team members and client partners (from executive sponsors to administrative support). This position typically spans several engagements and requires a self-starter who is highly relationship-oriented and strong on process and details.

### RESPONSIBILITIES

**PLANNING:** Create delivery plans for each client engagement that align to the purpose, scope, and timeline targets.

- Develop productive and trusting relationships with all stakeholders to achieve effective, timely, and relevant business outcomes.
- Determine engagement objectives and priorities in partnership with the sales team, account manager, and client sponsors.
- Build program plan, balancing client timeline requirements, resourcing availability, and project components.
- Establish roles and responsibilities; set communication routines.
- Prepare communication plans (internal and external).

**PROJECT LEADERSHIP:** Provide direction and support to all members of the client and company team throughout the engagement.

- Leverage the appropriate consultant, non-consultant, and client resources to ensure successful delivery of the work.
- Implement program communications.
- Organize program trackers, Drive folders, shared docs, Google sites, and other core tools as needed (providing guidance to the Content Team).
- Partner with account manager and region leads to determine staffing.
- Onboard and direct PC team to ensure a consistent client experience.
- Direct scheduling, track completion of project components, and organize document production and distribution.

**RISK MITIGATION:** Manage all risk on the engagement including quality, responsiveness, flexibility and impact.

- Identify potential risks on engagements and provide thoughtful and timely recommendations for risk avoidance.
- Research and resolve issues and problems as they arise, working with the appropriate individuals for prompt solutions.
- Monitor closely the work of the team to spot issues and course correct quickly.

### **REQUIREMENTS**

- Bachelor's degree preferred
- 5 to 8 years of work experience with a focus in program management or client support
- Strategic in thought and planning; ability to link actions to desired outcomes
- Customer service orientation – ability to engage at all levels in client organizations
- Strong communication skills – written and verbal
- Ability to work effectively within ambiguity
- Ability to direct work of others and collaborate and engage to get things done
- Organized, responsive, and resourceful
- Ability to build, refine, and support processes
- Strong attention to detail, quality, and consistency