



## Director, Client Services

**About Us:** CSR Communications is a fast-growing, mission-centered, WBENC-certified woman-owned, boutique consulting firm. We specialize in the human dynamics that make organizational change possible, enabling businesses, nonprofits, foundations, and municipalities to achieve their next big initiative and rapidly expand their positive impact.

**Position: Director, Client Services**

**Position Type:** Full-time; while our team mostly works remotely, the person in this role must be based in the DMV.

### About This Opportunity:

Our clients have powerful missions, bold ideas, and big dreams. They're making their organizations, communities, and the world more equitable, innovative, sustainable, and inclusive. That's why we're staunch advocates and vigorous defenders of their best interests and better futures. We don't just deliver services. We deliver success.

Examples of recent client change efforts include:

- Increasing employee adoption of and engagement with environmentally sustainable business practices;
- Designing and delivering a manager talent journey to invest in mid-level leaders and accelerate promotions; and
- Creating a more collaborative culture within a city agency to deliver better services and results for city residents.

Using our proprietary processes and change leadership methodology, the Director of Client Services, **leads, designs, and delivers client projects to expand impact.**

This role also involves recruiting, onboarding, and day-to-day management of our bench of consultants who deliver services on client projects. The approximate job split for this role is 60% client delivery, and 40% talent management, project management, and internal CSR Communications leadership responsibilities.

The person in this role is an integral part of CSR Communications' mission to deliver results for clients' organizational change efforts and serve as a positive "first impression" for many clients/prospects. This position reports to the CEO.

**Position Responsibilities Include:**

- 1. Leading and supporting client engagements in strategic planning, leadership development, organizational change strategy and change communications as assigned.**
  - Analyze client's goals and objectives to develop strategic plans and formulate a comprehensive roadmap to bridge the gap between clients' current and desired states.
  - Foster relationships and understanding of diverse perspectives to inform the strategy.
  - Facilitate meetings, workshops, and focus groups.
  - Develop key messages.
  - Prioritize goals and align communication and engagement strategies with the client's vision and objectives.
  - Define measurable objectives and key performance indicators (KPIs) to track progress and success.
  - Deliver existing CSR Communications training programs, including our Intrapreneurs Influence Lab.
  - Customize training for client needs and design new training programs.
- 2. Optimizing utilization of CSR Communications' CEO and our bench of consultants to achieve client results.**
  - Allocate the appropriate team resource(s) to meet client needs, timeline, and budget.
  - Effectively manage client-facing team members and partners in service of our mission.
  - Ensure all client-facing team members and consultants are fully and appropriately utilized.
  - Review new business pipeline with the CEO monthly to determine additional client service delivery team needs (capacity, skillset, expertise, etc.).
  - Recruit and screen new client service delivery consultants, as needed.

- Onboard and train our bench of consultants in our proprietary processes and methodologies.
- Foster a collaborative environment to facilitate creative thinking and problem solving.
- Upgrade or create Standard Operating Procedures (SOPs) as needed.

### **3. Partnering with clients to create fulfilling, positive experiences that deliver results.**

- Know and understand our clients' mission, brand, priorities, concerns, and aspirations.
- Lead onboarding of new clients using CSR Communications' SmartStart process, including leading project kickoff meetings, identifying client service delivery consultants/team members for the engagement, setting up Trello boards, and creating initial work plans with the internal team.
- Provide "Air Traffic Control" support, including assigning work to team members, tracking competing deadlines and adjusting as necessary to ensure manageable workflow, and keeping projects moving (unsticking things when there are blocks or jams preventing progress).
- Facilitate regular check-in meetings with client contact(s) and with internal project team, as necessary.
- Communicate tasks and timelines to clients and team members (including outside vendors/partners).
- Create and/or improve internal systems to facilitate completion of client projects on time, on budget, according to the scope of work, and aligned with our and our clients' quality standards.
- Complete post-project assessment with the team and client to determine what worked and what didn't, identify lessons, make recommendations for improvement, and implement recommendations as approved by the CEO.
- Identify and support the internal project team with recommending mitigation plans for project risks including client "scope creep," missed deadlines, and budget overruns.

### **4. Supporting business development.**

- Represent the company at conferences and events.
- Participate in meetings with prospective clients.

- Work with our research and communications team to prepare background on prospective clients and create capabilities briefings, proposals and summaries of client engagements following co-creation meetings.

#### **Required Experience & Skills:**

- 7-10 years of experience developing and delivering successful organizational change and/or strategic corporate communication strategies in large-scale organizations
- Strong preference for candidates with experience working in communications for Fortune 500 companies, strategy or communications for large nonprofits, and/or client service at consulting firms
- Solid business acumen and ability to understand complex business issues and drivers
- Ability to structure project plans and deploy firm resources to deliver results on time and on budget
- Facilitation and coaching; managing others
- Excellent influence skills
- Problem solving
- Effective time management skills, ability to prioritize and meet deadlines
- Ability to identify business and organizational improvement opportunities and develop strategies to capture those opportunities
- Excellent oral and written business communication skills, experience crafting client correspondence, strategic plans, key message frameworks, internal communication deliverables
- High proficiency with Microsoft Office 365 Suite (Must be PC User), especially SharePoint, PPT, Outlook, and Word applications
- Proficiency with Trello and/or other project management software
- Ability to work remotely, with a reliable internet connection

#### **Attributes:**

- Lifelong learner with ambition to develop and grow
- Adaptable and flexible
- Keen observational skills
- Highly organized
- Team player with positive energy, problem-solving and can-do approach
- Collaborative leadership style

- Comfortable navigating ambiguity and operating independently
- Initiative
- Self-awareness
- Not easily flustered or thrown off track; calm under pressure
- Very high standards for accuracy, consistency, and quality
- No drama
- Client-service oriented

**Compensation & Benefits:**

- Annual salary of \$120,000-\$135,000, depending on experience
- Flexible and remote work environment
- \$500 annual charitable match for a qualified nonprofit organization
- 401k plan, eligibility after one year of service
- 2 weeks of PTO accrued
- All Federal Holidays
- Closed the week between Christmas Day and New Year's Day

**To Apply:** If you are passionate about positive social impact, driving successful organizational change initiatives, and have a record of accomplishing positive outcomes for your organization, we encourage you to apply for this role.

Send your resume, results of any relevant assessments (e.g., Kolbe, DiSC, Clifton Strengths) and a one-page case study of an organizational change initiative you led or contributed to via email to [info@csrcommunications.com](mailto:info@csrcommunications.com) with the subject line "Director, Client Services." No exploratory phone calls please.