



CSR Communications
Change Management. *Reinvented.*

Director of Client Services

Shape Change That Matters | Build Lasting Results

Location: DMV (Washington DC, Maryland, Virginia) Area | **Work Style:** Hybrid-Remote

WHO WE ARE

CSR Communications is a fast-growing, WBENC-certified woman-owned boutique consulting firm specializing in the human dynamics that make organizational change possible. Our clients - businesses, nonprofits, foundations, and municipalities - partner with us to achieve their next big initiative. We're known for practical solutions, genuine partnerships, and measurable results.

THE OPPORTUNITY

As Director of Client Services, you'll guide organizations through their most significant changes while leading a talented team of 8-10 consultants. You'll be instrumental in:

- Designing strategies that turn bold ideas into achievable actions
- Leading initiatives that strengthen organizational culture and capabilities
- Building and mentoring a high-performing consultant team
- Partnering directly with senior executives and organizational leaders

RESULTS WE'VE DELIVERED

- Elevated employee engagement with sustainable business practices across a major corporation
- Created and implemented a manager talent journey that accelerated leadership readiness
- Reshaped a city agency's culture to enhance resident services and outcomes

THE ROLE (60% Client Service Delivery, 40% Team & Project Leadership)

Strategic Leadership

- Guide end-to-end client engagements in strategic planning, nonprofit board development, and organizational change (see our website for a complete suite of the services we offer)
- Create comprehensive strategies that deliver measurable results
- Lead high-stakes offsites, workshops and strategic planning sessions
- Develop clear, compelling communication frameworks

Team Leadership

- Direct and optimize our bench of 8-10 specialized consultants
- Drive project success through strategic resource allocation
- Lead consultant recruitment, onboarding, and development
- Create and refine operational excellence standards

Client Partnership

- Serve as a trusted advisor to senior organizational leaders
- Navigate complex stakeholder relationships across multiple projects
- Ensure exceptional project delivery and client satisfaction
- Lead our signature SmartStart client onboarding process

Business Growth

- Partner with CEO on strategic business development
- Represent CSR Communications at industry events
- Contribute to proposal development and capability presentations

WHAT YOU BRING

Essential Qualifications:

- 7-10 years of experience leading organizational change initiatives
- Proven success in Fortune 500, large nonprofit, (preferably in a role serving internal clients) or consulting environments
- Excellence in project management and team leadership
- Strong business acumen and strategic thinking capabilities
- Outstanding facilitation and communication skills
- Experience managing multiple concurrent client relationships
- Proficiency with Microsoft 365 Suite, project management tools (we currently use Trello), and using AI to enhance productivity and efficiency

Your Standout Qualities:

- Natural leadership presence with a collaborative style
- Strategic mind with practical execution skills
- Calm and composed under pressure
- High standards for quality and consistency
- Client-service mindset with business acumen
- Self-directed with excellent judgment
- Commitment to continuous learning and growth

WHAT WE OFFER

Compensation & Benefits:

- Salary: \$120,000-\$135,000, based on experience
- Flexible, hybrid-remote work environment
- \$500 annual charitable match
- 401k plan (eligible after one year)
- 2 weeks PTO + Federal Holidays

CSR Communications
Client Services Director

- Office closure between Christmas and New Year's
- Professional development opportunities
- Collaborative, high-achieving work environment

JOIN OUR TEAM

Submit your application package to info@csrcommunications.com with the subject line "Director, Client Services" including:

- Your resume
- Results of relevant assessments (Kolbe, DiSC, Clifton Strengths)
- One-page case study of an organizational change initiative you've led

Note: Must be based in the DMV area. No exploratory phone calls please.

CSR Communications is an equal opportunity employer committed to building a diverse and inclusive team. We encourage candidates from all backgrounds to apply.