

THE OPPORTUNITY

*We are currently seeking **Engagement Managers**.*

WHO WE'RE LOOKING FOR...

Do you enjoy building, leading, and managing teams while driving continuous process improvements? Do you get a rush out of solving big, complex problems? Do you like to learn about people, processes, business and technology? Do you want to be challenged to grow personally, professionally, and technically? Do you embrace failure as an integral and beneficial part of this growth? Do you want to make a direct impact on a company's bottom line in a way that is positive and beneficial for the individuals at these companies?

WHAT WE DO, THE IMPACT WE MAKE

In short, ***we help global telecom providers transform hidden losses into profits*** by quickly developing an understanding of our clients' businesses, processes, and systems to identify potential revenue and cost improvement opportunities.

- We've recovered over **\$300 million** for our clients to date, with a goal of **\$1 billion** in by 2027.
- We use a unique, success-based billing model which provides our clients a guaranteed ROI.
- We beat the competition with the right combination of great people, technology, and experience.

ABOUT US

Although we are in our 14th year of business, our team members will have a unique and challenging opportunity to help shape and drive the next phase of our business. We are rebuilding our business from the ground up which will bring the pace and excitement of a start-up, balanced with the discipline, business plan, and processes that are proven to be both scalable and sustainable. We run our business using EOS, the [Entrepreneurial Operating System](#), and our work requires us to be physically together to actively collaborate.

ABOUT THE POSITION

Engagement Managers quickly launch, manage, and wrap up narrowly-defined audit projects/modules, as designed and validated through our research and development process, lasting 2-8 weeks with teams of 2-6 people. These teams of Agility employees may vary in membership from project-to-project/module-to-module. The Engagement Manager will manage one or more Senior Consultant(s) who will supervise a small audit team of Consultants whose work typically includes a combination of data analysis, research, document review, and client communication in which opportunities are validated, corrected, and monitored. In summary, our Engagement Managers lead teams who quickly execute shorter, focused, dynamic projects/modules with a hands-on approach.

All new hires, regardless of role, will spend their first 90 days in our "Foundations" seat, which provides an opportunity both to gain exposure to our consulting projects and to make an immediate impact to varying projects/modules.

Manage Team

- Provide clear and concise direction and expectations
- Serve as an example to the team by demonstrating desired behaviors
- Reward and recognize members of the team
- Hold accountability for the success of each direct report
- Conduct regular 1:1 feedback sessions with each direct report
- Provide performance reviews for each direct report

Initiate Project

- Complete a readiness assessment for each new project provided by the Research and Development Team
- Identify and provide all project job aids and training necessary to complete the project
- Set the context, objectives, and expectations with the team
- Provide documented research and resolution plans to the team
- Communicate regularly with the other Engagement Managers of related projects/modules to:
 - Share status updates
 - Solicit additional documentation, training, or clarification, as appropriate
 - Solicit related timelines for project team handoffs

Manage Performance and Results

- Monitor performance metrics and team pulse on a daily basis
- Coordinate and lead team check-in meetings
- Maintain and validate the company scorecard for the project
- Review the KPI Management Strategies with the Senior Consultant(s) so that the Senior Consultant(s) understands and can review and manage them with his/her team
- Communicate to the Service Delivery Lead (SD Lead) the remaining lifespan of the current project

Manage Issues

- Eliminate obstacles to team success
- Develop and implement a resolution plan for project or workstream issues to minimize the impact on the team
- Communicate the impact of issues effectively to drive resolution by other parties
 - Utilize escalation paths, as needed, depending on the impact of the issue

Drive Improvements

- Identify and communicate trends, new ideas, observations, inefficiencies, and challenges that are uncovered during research, client interaction, team communication, and data analysis
- Utilize feedback loop between the project team and technology team to ensure requests are acknowledged and implemented accurately
- Utilize feedback loop with the client stakeholders to ensure requests are acknowledged and implemented accurately
- Identify and resolve project roadblocks
- Revise/Update processes to incorporate techniques, lessons learned, and key observations so that the next iteration of a similar module/audit can go more smoothly

Manage Project Completion

- Confirm with and receive approval from the Service Delivery Lead that the project is nearing completion
- Coordinate with the team members to conclude project work in an effective and timely manner
- Update documentation

MINIMUM QUALIFICATIONS

- Bachelor's degree
- 3+ years of project management experience in management consulting, internal audit, external audit, or equivalent experience
 - Launching and managing new project teams for targeted short-duration projects/modules
- 3+ years managing people
- Legal authorization to work in the United States (will not require visa sponsorship)

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- **Decision Quality**—Making good and timely decisions that keep the organization moving forward
- **Resourcefulness**—Securing and deploying resources effectively and efficiently
- **Ensures Accountability**—Holding self and others accountable to meet commitments
- **Plans and Aligns**—Planning and prioritizing work to meet commitments aligned with organizational goals
- **Drives Engagement**—Creating a climate where people are motivated to do their best to help the organization achieve its objectives
- **Builds Effective Teams**—Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals
- **Situational Adaptability**—Adapting approach and demeanor in real time to match the shifting demands of different situations

COMPENSATION AND BENEFITS

Total compensation commensurate with experience. Generous PTO and benefits packages. Qualified candidates should email their resume, cover letter and salary requirements to: recruiting@agility-solutions.com.

Read more at www.agility-solutions.com

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