

## **JOB DESCRIPTION**

**11/02/2021**

Consulting and Management firm seeking Director of Business Development and Client Relations to create and nurture long-term relationships with customers. Must possess both a strong business management background as well as human behavioral/psychological background. Acts as liaison for both current customers as well as facilitating a long-term business strategy to obtain new clientele and customer retention.

In this role, you should be an excellent communicator who's able to grasp customer needs and brainstorm ways to fulfill them.

As a firm, we are looking to change the paradigm of the client services industry. With a more holistic approach to business that helps provide developmental coaching on a more comprehensive level, not just intellectually but psychologically. This professional will be in charge of developing our organizational psychology division to diagnose, plan and execute the change/growth processes for our clients.

This person will be instrumental in assessing critical business issues, and then diagnosing and together with the team, designing custom organizational strategies for our clients. Must possess strong development tools and work with leadership to solve organizational issues and enhance company performance. Knowledge of psych statistics is required to be able to do work with appropriate questionnaires to properly diagnose levels of burnout, engagement and professional self-efficacy of our client's workers.

Design and implement programs and processes including coaching, team interventions, training, and process improvement to enhance the effectiveness of managers, teams and organizations. Leading and directing large-scale organization change efforts impacting multiple levels of stakeholders throughout our client's organizations. Provide systemic solutions to implement, sustain, and optimize changes across the organization. Collaborate closely with Organization Development staff and other consultative groups across the organization to design and implement solutions. Develop and implement leadership development and talent leveraging strategies. Advise on team design and performance.

You will also be in charge of assessing and taking care of all our HR needs inside our company to ensure a great work environment between our employees. We need a professional capable of assessing and improving the company's organizational culture. We are a small company that relies in great relationship between all workers for its proper functioning.

## **EDUCATION/EXPERIENCE REQUIREMENTS**

- Excellent organizational, communication, and interpersonal skills.
- Bachelor's Degree, preferably in Human Resources, Organizational Development/Behavior/Psychology.
- Working knowledge of MS Office (e.g., MS Word, Excel, PowerPoint, Access), MS Project and other business productivity tools and software is helpful.
- Fluent in English and Spanish.
- Demonstrated history of good employee relations in past positions a must.
- Experience as a Client Relations Manager or Relationship Manager.
- Minimum of 3+ years of progressive HR experience is required.
- Demonstrated exceptional expertise at leading organization change, including culture change.
- Knowledge and experience working on psych statistics collecting and analyzing data.
- Experience using SPSS statistics software.
- Be an enthusiastic team player with a strong drive to create a positive work environment.
- Strong business and HR insight, including ability to diagnose and analyze problems and drive appropriate solutions.
- Ability to influence, coach, and partner at all levels of the organization to achieve results.
- Passion for innovative HR solutions and process improvement.
- Proven track record of meeting and exceeding targets.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Be responsible for ensuring that appropriate treatment is provided to all our clients and employees, being first response in any consultation they have.
- Create and drive effective employee relations, retention and reward programs.
- Support business goals and recommend new approaches, policies and procedures to effect continual improvements in business objectives, productivity and development of HR within the company.
- Coach and mentor frontline and mid-level leaders.
- Provide coaching services for our clients to help them achieve their best use of their capabilities.
- Diagnose client's workers psychological state, plan and execute necessary coaching, team meetings and trainings needed to achieve their goals.

- Be able to develop interventions tailored for each client to improve performance, communication, work environment and professional satisfaction.
- Design motivational strategies for different kind of companies according to their needs.
- Proven experience assessing burnout, engagement and professional self-efficacy in companies' workers.
- Study competition to find new ways to acquire new and retain old customers.
- Collaborate with internal team to address customers' needs.
- Provides organization development consulting services for strategic initiatives within assigned function or region.
- Plans, designs and develops end-to-end learning projects that span the organization and that support complex and large-scale change.
- Serves as organization strategy and change consultant and content expert to leadership.
- Provides coaching to leadership on competencies, performance management, and other organizational related issues.
- Monitors and measures effectiveness of change programs delivered.
- Provides expert-level change management strategies and tactics to enhance effective implementation of organization initiatives.
- Acts in a leadership coach and/or mentor role to provide guidance our clients' companies leadership.
- Performs special projects and other duties as assigned.

## **MOTIVATIONS**

- Achiever: you compete, complete (i.e., you get things done), and win routinely.
- Producer: you deliver on time and budget.
- Personal Responsibility: you self-manage your time wisely and take responsibility for results.
- Mission of Service; you value serving others and enjoy helping clients achieve their mission.
- Drive, grit, and growth mindset

## **MODES OF THINKING**

- Innovator: you are creative, resourceful, and imaginative.
- Discerner: you have demonstrated discernment, good judgment, and are viewed as a reservoir of wisdom and "uncommon" sense.

- Decision Maker: you make decisive decisions after gathering and analyzing facts.
- Lifetime learner: you read, discover, explore, and constantly improve your skillsets.

## **MODES OF ACTING**

- Negotiator: you look for win-win solutions, and routinely use negotiation to help the company meet its objectives.
- Proactive Problem Solver: not all the problems of the world are known; and you have resourceful capabilities to research, assess, and find solutions to new problems; or look at old methods and improve them.
- Strategist: you are a planner, strategist, and look for ways to win the endgame, not just the current battle before you.
- Technical Mastery: whatever you work on, you seek to become an expert and have learning skills to turn knowledge into wisdom.

## **MODES OF INTERACTING**

- Communicator: you listen well and are well versed in communication skills.
- Motivator: you motivate, and your team follows you, not through compulsion, but rather they love working for you, as you are inspiring, and help them accomplish their goals.
- Persuader: you are emotionally intelligent and can persuade others to follow you.
- Fun to work with.

**Employment Type:** Full-Time

**Shift:** Day

**Work Schedule:** M-F

**City:** Heber City or Park City

**State:** UT

**Scheduled Weekly Hours:** 40

**Pay:** \$100k per year

Please apply by emailing your resume to [chris@alphamanagementsolutions.com](mailto:chris@alphamanagementsolutions.com)