

JOB DESCRIPTION

**Job Title: Organizational Development Consultant**

**Reports To: VP, Sales & Service**

**Date: January 2016**

**Expectations for all employees:**

Supports the organization’s mission, vision, and values by exhibiting the following behaviors: professional excellence, collaboration, innovation, mutual respect, commitment to our community, accountability, and ownership.

**JOB DESCRIPTION:**

Responsible for motivating clients and prospective clients to take measurable action on their employee-related feedback by providing insight, analysis, and recommendations.

**PRIMARY RESPONSIBILITIES:**

* Provides analysis, interpretation, observations, recommendations, and action planning based on employee survey results including Employee Engagement, New Hire Check-ins, Exit Interviews, 360 Multi-rater Assessments, and other Organizational Assessments
* Leads trainings on a variety of leadership, culture, and organizational effectiveness topics
* Assists in the development of new trainings based on client or marketplace needs
* Partners with account team to ensure deliverables are high quality and on-time
* Proactively improves client deliverables in order to maximize the product value
* Provides online reporting tool support to clients to assist them in getting the information they need
* Consults with clients to help them understand what their data is telling them and how they should use it
* Partners with sales team (Account Managers and Business Development Consultants) to strengthen client relationships
* Proactively identifies additional client consulting, training, and coaching needs
* Assists Business Development Consultants in sales presentations as needed
* Achieves upsells by expanding services and/or providing additional presentations to clients
* Writes white papers and articles based on industry and market knowledge
* Writes and quality checks executive summaries

**Skills, Knowledge and Job Requirements:**

* Minimum Bachelor’s degree
* Three years of experience in HR and/or consulting related field preferred
* Familiarity with HR products and services such as employee satisfaction surveys, exit interviews and performance reviews
* Travel, up to 50% at peak times
* Preferred experience in healthcare or trucking
* Demonstrated presentation skills
* Extensive knowledge of business and excellent command of the English language
* Knowledge of business procedures, and knowledge of use and operation of standard office equipment, at a level generally acquired through three years related experience
* Knowledge of variety of computer software applications in word processing, spreadsheets, database and presentation software (Word, Excel, PowerPoint and Internet)
* Must have high level interpersonal skills. Position continually requires demonstrated poise, tact, diplomacy, and professional image
* Analytical ability is required to gather and summarize data reports, find solutions to various administrative problems, and prioritize work
* Continual attention to detail in composing, typing and proofing materials, establishing priorities, multi-tasking, organizational skills and meeting deadlines
* Ability to work independently on assigned tasks as well as to accept direction on given assignments
* Strict confidentiality of management communication, as needed

### Classification: Exempt

***This job description does not include all tasks that may be assigned, but provides general responsibilities and our expectations. As business demands change, so may the functions of this position.***