

**Title:** Deputy Director, Empower Success Corps

**Reports to:** Executive Director

## A Unique Opportunity

---

Join our team at Empower Success Corps where we connect experienced professionals with rewarding opportunities to help our nonprofit clients make a lasting difference in their communities. As New England's premier provider of high-quality and affordable organizational consulting and transitional management support, ESC seeks a Deputy Director who is highly organized, entrepreneurial and energetic with a proven ability to work well with a diverse array of experienced professionals and create effective teams that work well with each other and our nonprofit clients. S/he will be passionate about helping nonprofits through her/his responsibility for the start-to-finish management of client development and of client engagements implemented by our 170 executive-level volunteer consultants.

## Major Responsibilities

---

The Deputy Director is responsible for client identification, project scoping and successful contracting and launch of ESC's individualized consulting projects, as well as recruitment, training and deployment of ESC's cadre of executive-level volunteers on management consulting and executive coaching assignments. S/he supervises the Director of the Northern New England office, the Outreach Manager, and the Program and Talent Coordinator and works closely with the Director of Fellowships and the Director of ESC Discovery to identify and meet client needs and ensure excellence in service delivery and organization-wide consistency and coordination.

S/he will design and oversee all on-boarding and other professional development for ESC volunteer consultants; create professional development programs for nonprofit leaders; set budget goals and provide monthly tracking reports on progress toward meeting them. The Deputy Director works collaboratively with the Executive Director to ensure achievement of goals and to promote the mission of the organization.

### Client Development

- Conduct and manage client development activities, including:
  - Proactive development of new and repeat business from our extensive community of satisfied nonprofit clients as well as from new sources
  - Timely, professional and effective response to inquiries
  - Astute assessment of appropriate service(s) to meet client needs
  - Development of project scope and engagement (and proposals/responses to RFPs as required)
  - Successful and consistent contracting and launch of new projects
  - Hand-off of opportunities for transitional management support to Director of Fellowships
- Establish revenue goals and assure a sales pipeline to meet those goals

Expertise to Help Nonprofits Succeed

- Maintain awareness of the marketplace and its needs so that ESC program resources are continually relevant
- Work with Director of Communications to ensure effective marketing messages reach potential clients, consultants, funders, and influencers

### **Client Project Management**

- Manage team members responsible for the client relationships and preparation of the initial assessment of client need
- Oversee engagement progress including assignment of best consultants for the engagement
- Ensure team members maintain consistent communication and connection to client and assigned consultants throughout the engagement process
- Independently resolve complex issues bringing in whatever resources are needed to maintain high standards over the life of each engagement

### **Consultant Management and Support**

- Retain and steward effective members of the consulting corps
- Make the best match possible of consultants to client needs
- Continuously recruit seasoned professionals representative of the racial, ethnic and linguistic diversity of the region and dedicated to fulfilling ESC's mission
- Ensure the timely placement of new consultants onto projects
- Design and oversee consultant training program and provide on-going opportunities for consultants to learn about the nonprofit community
- Identify skills required to meet ESC client needs and provide opportunities for consultants to gain those skills
- Ensure appropriate recognition events and opportunities for volunteers including nominating people to receive awards at the annual Celebration of Service
- Effectively address complex client and consultant needs

### **Quality Assurance and Evaluation**

- Drive the delivery of a high caliber consulting practice by establishing and monitoring effective systems, procedures and quality control measures
- Provide consultants with timely feedback – acknowledging strengths and achievements, and providing constructive coaching regarding gaps in performance or results
- Measure the effectiveness of program services through formal evaluation process and feedback from volunteers, clients and other constituents
- Effectively communicate programmatic goals of grants to consultants as appropriate, ensure they are being met successfully and reported to funder
- Seek and implement process improvements

### **Organizational/Administrative**

- Oversee management of contracts, billing, payment and accounts receivables processes and schedules
- Manage Program and Talent Coordinator, Outreach Manager and Director of Northern New England office
- Recruit, select and oversee interns

Expertise to Help Nonprofits Succeed

- Oversee volunteer task forces relevant to consultant activities
- Provide consulting services information for ESC's monthly key indicator reports
- Attend Board of Director meetings and record the meeting minutes
- Other duties as required

## Qualifications and Traits

---

- Superb relationship builder; establishes credibility and trust quickly
- Excellent interpersonal, verbal, written and presentation communication skills
- Extraordinarily well organized with demonstrated ability to handle multiple work streams, set priorities and work under pressure
- Energetic, entrepreneurial
- Demonstrated ability to work collaboratively and independently
- Active listener with ability to grasp complex issues and look beyond the obvious
- Curiosity and persistence in identifying issues
- Familiarity with and involvement in the nonprofit sector
- Proven leadership through 5-10 years management experience
- Strong background in the oversight and coordination of consulting or related professional roles
- Experience in management of volunteers
- Proficient in MS Office Suite Products and database use

Master's degree with a focus relevant to consulting, nonprofit management or coaching preferred.

ESC is an equal opportunity employer. We are actively seeking a diverse pool of candidates for this position. Apply with letter stating your interest and qualifications and resume. No calls please. [Resumes@empowersuccesscorps.org](mailto:Resumes@empowersuccesscorps.org)