



Cambridge Leadership Associates LLC

Job Description: **Consultant: Member of Delivery and Client Service Team**
Cambridge Leadership Associates
August 26, 2010

Full-time permanent position working as a Leadership Development consultant in a fast-growing, high-energy practice based in New York, NY.

ABOUT CLA: Cambridge Leadership Associates (CLA) is an international leadership development firm started in 2002 and the home of Adaptive Leadership™. CLA is a fast-growing, high-energy, impact-oriented practice based out of New York, NY.

CLA grew out of the work of its co-founders, Ron Heifetz and Marty Linsky, who have spent more than 30 years examining and teaching the practice of leadership at the Harvard Kennedy School.

Today, CLA comprises a team of experienced consultants, skilled in the application of Adaptive Leadership, who work around the globe, with companies, teams, communities and individuals to help them identify their most significant challenges, generate new solutions, and exercise the leadership required to bring them to scale. CLA is at the forefront of helping organizations, teams and individuals “adapt and act” in order to survive and thrive through complexity and change.

CLA is proud to have a balanced client list which includes Fortune 500 companies; household names in technology, telecommunications, and financial services; significant nonprofit and philanthropic organizations; and a robust number of public sector agencies at national and regional levels in the US and abroad.

POSITION SUMMARY: The Consultant is a key member of CLA’s Client Delivery Team. As a CLA Consultant, you will work on a portfolio of clients spread across the corporate, public and nonprofit sectors, helping to bring the best of CLA’s programs and services to address client issues, ensure impact and maximize satisfaction. You will support, collaborate with, and learn directly from CLA Principals and Senior Consultants, with the goal of ensuring your ongoing professional development within the firm.

You will be involved in the entire journey with our clients, playing four critical roles: business development, project management, client holding, and delivery. Specific tasks include: beginning the initial diagnosis with prospect inquiries; proposal creation and contracting; curriculum design and development; research and competitive bench-marking; delivering program content; and analyzing client feedback after engagements.

The Consultant reports to the VP of Business Development (BDH).



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ACCOUNTABILITIES:

- Collaborate as part of Client Service Team for net new, recurring and past clients.
- Generate business, including working with BDH and senior level Delivery Team members in attracting new clients and retaining current/past clients.
- Deliver the Adaptive Leadership framework in CLA Public Programs.
- Grow delivery skills by participating with senior level Delivery Team members on client delivery and, over time, leading some targeted client programs.
- Design programs and/or support Principal/Senior Consultant in design work.
- Obtain client post-engagement feedback, analyze and implement learning.
- Generate business, including working with BDH, senior level Delivery Team members, Founders and CEO in attracting new clients and retaining current/past clients.
- Optimize a holding environment for clients through regular coordination with client and CLA staff, marshalling the appropriate resources for smooth execution in all client interactions.
- Write proposals and design curricula, often under difficult deadlines.
- Work with the Finance Team on contract negotiations and creation of client scopes of work.
- Research and coordinate with internal staff on continued IP development and enhancement for new program and client solution-oriented design and curriculum.

REQUIRED EXPERIENCE:

- 5 or more years work in professional services and/or consulting, including significant client facing roles and program design.
- Knowledge of the Adaptive Leadership Framework, from either professional or educational experience will be a significant advantage, both in hiring and in success.
- Outstanding communication skills with proven abilities to effectively engage, educate, and listen with a wide range of audiences.
- Demonstrated commitment to high quality customer service interactions and consistent quality outputs.
- Excellent project management skills.
- Ability to function in an entrepreneurial, fast-paced environment.
- Proven written and oral communication skills.
- Capacity to handle multiple objectives and workflows.
- Facility with Microsoft applications: Excel, PowerPoint, Word, and Outlook.
- College degree in field(s) relevant to the firm's business.

STRONGLY DESIRED EXPERIENCE:

- Exposure and involvement with a professional services business development cycle.
- General business management skills.
- Hands-on CRM (Client Relationship Management) system experience.
- Graduate-level degree in pertinent field(s).

COMPENSATION:

Commensurate with experience, compensation will include a competitive base salary and an attractive annual bonus opportunity. CLA works in a collegial team environment, with great benefits and perks.