



Cambridge Leadership Associates LLC

Job Description: Cambridge Leadership Associates – Delivery Team Associate

CLA is seeking applicants for a full-time permanent position supporting a small team of consultants in New York City.

If interested, please contact: Christine Montuori, Office Manager, via email with a cover letter and resume. Please include as the email subject: Delivery Team Associate – Your Name. cmontuori@cambridge-leadership.com

ABOUT CLA: Cambridge Leadership Associates (CLA) is an international leadership development practice and the home of Adaptive Leadership™. CLA grew out of the work of 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 practical application of Adaptive Leadership. Working around the globe with private, public and nonprofit organizations CLA helps teams identify their most significant challenges, generate new solutions, and exercise the leadership required to thrive.

POSITION SUMMARY: The Delivery Team Associate will support members of the Delivery Team throughout client engagements (from inception to post engagement follow-up), ensuring seamless and smooth operations. The Associate will be both internally and externally facing with a specific focus on providing excellent service and quality to drive client satisfaction.

Specific tasks include: collaborating on new business phone calls; proofing proposal drafts; assisting with the CLA and client procurement/contracting processes; drafting client communications; crafting, launching and helping analyze pre and post client surveys for continued improvement; updating regular business reporting vehicle (Netsuite – CRM system); setting up password protected web portals through CLA’s online tools; editing or customizing materials for client engagements; scheduling complex and multi-episodic events; scheduling and participating in post engagement feedback calls with the CEO; collaborating with Marketing and Delivery Teams in the preparation and delivery of Public Programs; and aiding in the capture of client cases and impact stories. Opportunity to take on marketing responsibilities such as web site editing based on skills and experience.

ACCOUNTABILITIES:

As delegated and directed by the Delivery Team:



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- Provide administrative and logistical support to Delivery Team to ensure successful client engagements
- Serve as a main point of contact for potential and current clients
- Liaise with client personnel throughout engagement process to ensure all details are attended to. (i.e. ground transportation/hotel for delivery person, pre-reading materials for participants, engagement materials and delivery tools)
- Participate in client calls to ensure smooth execution of client driven activities (i.e. preparation, engagement management, follow-up)
- Create client contracts (Statements of Work) in coordination with clients and CLA Finance and Legal Teams
- Monitor and update Netsuite (CRM system) to track all progress with leads, clients and sales
- Update shared calendar in Outlook with client engagements upon contracting
- Update and maintain CLA marketing contact list
- Coordinate with Marketing Team and Design Team on a regular basis to upgrade and perfect client communications
- Collaborate with Marketing and Delivery Teams in the preparation and delivery of Public Programs to enhance Business Development opportunities

REQUIRED EXPERIENCE/SKILLS:

- Strong problem solving skills with the ability to identify and execute process improvements
- Ability to function in an entrepreneurial, fast-paced environment
- Demonstrated commitment to high quality customer service interactions and consistent quality outputs
- Prior track record working within a team and supporting multiple team members
- Ability to solve logistical related issues and address client issues on a pro-active basis
- Proven written and oral communication skills
- Ability to handle multiple objectives and workflows
- Experience in meeting planning and logistics
- Deep experience with Microsoft applications: Excel, PowerPoint, Word, and Outlook, as well as relevant experience with databases: CRM systems, CMS systems, etc.

STRONGLY DESIRED EXPERIENCE:

- Experience in end to end staging of business to business events and/or meetings
- Hands-on CRM system experience

ACADEMIC EXPERIENCE: College Degree preferred.



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COMPENSATION: Salary commensurate with experience.
CLA offers a friendly team atmosphere with great benefits and perks.