



A PURPOSE-DRIVEN WORKFORCE.  
A STRONGER COMMUNITY.

# Director of Consulting Operations

## Job Description

### Director of Consulting Operations

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Common Impact is a nationally-recognized nonprofit that works to build a society in which individuals and businesses invest their unique talents towards a shared purpose: strengthening the local communities in which we live and work. We connect corporate employees to nonprofit organizations to tackle the greatest challenges our communities face. We break down barriers that exist between sectors and industries to create meaningful partnerships between companies, social sector organizations, and the people that drive them. The common purpose of these connections: to deliver real value to each partner through innovations in community engagement and, ultimately, to address deeply rooted and complex social challenges.

With an understanding of both mission-focused and business goals, Common Impact enables growing nonprofits to achieve even greater results in our communities, while simultaneously engaging corporate employees in dynamic and challenging opportunities that develop their skills and unlock successful, purpose-driven careers. Founded in 2000, Common Impact has partnered with Fortune 500 companies and hundreds of the country's leading nonprofit organizations to create this transformational change.

The Director of Consulting Operations will have both an internal and client-facing role and the opportunity to partner with Common Impact's consulting team, its nonprofit clients across mission areas, and its Fortune 500 partners. This individual oversees the infrastructure of both departments, leveraging data to make strategy and capacity building recommendations and overseeing client work with a goal of meeting the organization's annual revenue goals. The Director of Consulting Operations has managerial responsibilities including supervision of both part- and full-time staff.

This position offers an exceptional opportunity for a mid-career leader with a mix of consulting, management, and operational skills to join Common Impact's talented team and expand a proven model of social impact. The successful candidate will be a strategic systems thinker with experience driving results in an entrepreneurial environment. They will have a proven track-record of successfully managing a wide range of simultaneous projects, possess excellent verbal and written communication skills, and bring an interest in and commitment to working with diverse communities in order to fulfill Common Impact's mission.

### Key Responsibilities

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As Director of Consulting Operations, you will be responsible for:

- **Operations:** Experienced operations professional. While we don't require training in Six Sigma or LEAN certification, we are seeking a professional who has experience in

running and streamlining corporate-facing programs and processes. Our operations work includes a healthy mix of known and unknown variables. This candidate must have comfort navigating ambiguous information and crafting a stable but flexible operational plan / systems to make business decisions based on those variables.

- **Capacity Management:** Oversee capacity management for the Consulting team, accountability for the consulting team's data management (Salesforce and Resource Hero) as well as evaluation metrics and provide infrastructure recommendations based on data analysis.
- **New and Expanded Platforms:** Act as a liaison between operations, technology, and leadership departments for new program and systems rollout, such as new platform builds and Salesforce integration initiatives. Provide platform improvement recommendations and execute against project plans as identified.
- **Leading Corporate Skills-Based Volunteering Programs:** As a member of the Consulting Team, the Director of Consulting Operations will manage select client accounts focused on those clients rolling out new or bespoke programs or services that require a systems or operational lens, and ultimate integration into our portfolio.
- **Staff and Capacity Management:** One of the most critical operational dimensions of Common Impact's work is managing our client pipeline, from the initial relationship development, to a finalized partnership and scope of work, to staffing assignment and management of that work, through evaluation, program refinement, and renewed partnership. The Director of Consulting Operations will manage this pipeline and evolve the systems we're currently using to track work at various points in their lifecycle. The Director of Consulting Operations will directly manage a subset of the program staff, as well as maintain high-level optics on all of the work currently underway at the organization.
- **Partnership with the Chief Program Officer:** Given the dynamic nature of our work and our client needs, the Director of Consulting Operations will provide as needed support to the program team focused on departmental design and product creation and institutionalization of programs across the organization.
- **Living Common Impact's Values:** At Common Impact, we strongly believe that the spirit in which we do our work is as important as the work itself. We pride ourselves on excellence, innovation, fostering collaboration between groups that might not otherwise interact, and a willingness to have fun with our work. Each team member is asked to lean into the vision of the organization as set by the CEO and ensure its viability. A successful candidate for this position will embody and protect [our organizational values](#) of service, unlikely partnerships, ingenuity, and levity.

## Required Skills

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**Experience:** 7-10 years of consulting, nonprofit, and/or cross-sector experience, data management including previous experience with Salesforce, business strategy and finance experience preferred.

**Location:** Brooklyn, NY

**Travel:** Our clients have a national footprint. This role will require approximately 10% domestic travel to service those clients (when it is safe to do so based on public health guidelines; the Common Impact staff is not traveling through the end of 2021).

### Skills:

- Operational expertise in **systems thinking and adoption**, process design, and evaluations
- An ability to **bring clarity and solutions to challenges** with a high level of ambiguity and uncertainty
- An ability to **deliver consistently high-quality, meaningful consultation** to our corporate and nonprofit clients by following Common Impact's model and understanding where to move "off script" or break from process when it best suits our client's needs
- An ability to **synthesize large amounts of data** quickly, draw conclusions, and define solutions, including compiling **executive summaries and reporting** that effectively drive decision making for leadership staff
- An **excellent problem solver and critical thinker** who can synthesize information, ask insightful questions, and spot trends quickly
- An independent worker who **thrives in an entrepreneurial environment** and can juggle a wide range of simultaneous projects and competing priorities
- A superior written and oral communicator who can **translate complex concepts** into understanding and action
- Comfort **understanding and discussing topics in a variety of service areas**, including technology, marketing, financial management, and human resources
- Able to interact effectively and professionally with a wide range of individuals and organizations
- Able to **inspire and engage** others with Common Impact's mission and work
- Committed to working with diverse, cross-sector communities

### Compensation and Benefits

The salary range for this position is \$75,000 - \$90,000 commensurate with experience. Common Impact offers competitive benefits, including 3 weeks of vacation, 10 holidays, 12 sick days and the final week of the year off, a 401k plan and 2% match, paid parental leave, and medical and dental coverage.