



**Job Title:** Engagement Manager

**Job Overview:** The Engagement Manager helps to design and oversee performance support solutions for clients across an array of industry sectors. This position participates throughout the entire client engagement process including the following: provides technical and solution design support in the sales cycle; facilitates analysis and design activities; guides the development of customized performance support solutions; and is responsible for solution implementation. The Engagement Manager specializes in coordinating complex, multi-resourced, and multi-dimensional projects from beginning to end. The Engagement Manager balances the business interests of Ontuitive and the needs of the client. The Engagement Manager will have a selected portfolio of clients, with whom s/he develops longer-term relationship to support the expansion and development of new opportunities with those clients.

**Reports to:** President

**Budget/Revenue Responsibility:** Responsible in supporting company revenue targets and margin targets of professional services team.

**Job Responsibilities:**

Proportion of Job	Responsibility
15%	<p><u>Sales Support, Account Growth</u> Support Account Executives in the creation of account strategies, identification of specific needs and associated solutions, designing/writing of client proposals, interfacing with the client's subject matter experts, and representing the account team in meetings and client presentations</p>
40%	<p><u>Project Management</u> Manage resources and timelines on multiple concurrent projects. Work with customer to clearly identify constraints, expectations, outcomes of the project. Define and maintain effective communication and reporting protocols internally and externally.</p>
15%	<p><u>Scoping, Analysis, Design</u> Evaluate the customer's overall learning requirements, business objectives, desired results, and constraints. Conduct a needs/task analysis to determine specific performance support needs.</p> <p>Interview customers and Project Managers to define the specifications for projects. Assist with developing project estimates based on requirements and scope and assist in design of the solution framework.</p>
10%	<p><u>Development</u> Support development team in managing scope and providing direction as</p>

	needed.
5%	<u>Implementation</u> Install and deploy the solution by directly communicating with client and other developers/consultants as needed. This also includes developing and implementing the rollout strategy and communication plans.
10%	<u>Evaluation</u> During the project and upon completion, work with the customer to evaluate the effectiveness of the solution and overall customer satisfaction
5%	<u>General Administration</u> Answer communications, utilize company systems as appropriate, develop support documentation, etc.

**Additional Responsibilities:**

- Help to formulate and refine Ontuitive business processes
- Provide bi-monthly status updates
- Track and report time to projects for self and for project team members
- Report project status to client as needed
- Strive for 100% customer satisfaction (internal and external)

**Travel:** Up to 25%

**Qualifications**

**Experience:**

- 7+ years consulting in performance support/learning or technology industries
- 3+ years in project management in learning and development or technical fields

**Knowledge and Skills:**

- Advanced consulting skills, with the ability to balance competing demands
- Precise and efficient communication skills
- Proactive, independent and collaborative attitude
- Knowledge of basic instructional principles
- Knowledge of Performance Support or related fields
- Adept at the use of project management tools
- Sound business acumen, with the ability to protect the needs of the business
- Strong customer service skills, with the ability to delight our clients
- Willingness to be part of an agile start-up environment
- Willing to travel up to 25% of the time

**Education:** Bachelor’s degree required; advanced degree and/or certification in a professional discipline is preferred

Please send resumes and cover letters to Briana Milligan at [b.milligan@ontuitive.com](mailto:b.milligan@ontuitive.com)

*Note that as a member of a small nimble organization, Ontuitive employees will be expected to develop facility in multiple areas beyond their specialization. Thus, this job description provides only a starting framework and does not constitute the sum of what the employee may do.*