



Consulting Services Manager

Title: Consulting Services Manager
Reports to: Director of Management Consulting
Direct Reports: N/A
Classification: Exempt, full-time

Summary

Many nonprofit organizations lack the resources necessary to fully achieve their missions. 501 Commons bridges that gap by offering a variety of consulting services in areas such as management, strategic planning, leadership development, financial management, human resources, and others.

The Consulting Services Manager is responsible for the engagement of 501 Commons Executive Service Corps members, staff or consultants on management consulting projects. The position brings knowledge and insight to the process of discerning the client's issues and requirements.

The Consulting Services Manager identifies the consultants for the project and orchestrates the development of the project scope and timeline. Once the project is accepted and launched, the Consulting Services Manager ensures that the contract is fulfilled and that the final work products are high quality and complete. This is a highly dynamic position that involves exposure to a wide variety of client organizations and building relationships with a talented group of skilled volunteers.

Responsibilities

Manages client consulting engagements:

- Interviews clients requesting services to discern key issues and define a scope of work.
- Identifies potential consultants to match the clients' needs and facilitates initial client-volunteer meeting.
- Develops the contract for consulting services.
- Monitors client projects to ensure that contracts are fulfilled.
- Provides advice and professional guidance to consultants as needed.
- Communicates with staff to ensure that administrative recordkeeping is completed in a timely manner. This includes notification of new contracts, consultant assignment changes, timeline changes, and project wrap-ups.
- Manages business development responsibilities that include responding to leads, generating calls to potential clients, managing the sales funnel to ensure that all prospects in Salesforce are being tracked and their process statuses are being updated frequently.

Ensures the quality of services provided by 501 Commons

- Supports the success of consulting engagements through regular check-ins with consultants.
- Intervenes as needed with clients and/or consultants to address project issues.
- Reviews draft and final reports.
- Provides oversight for project evaluations process at the conclusion of all engagements.
- Reviews completed client and consultant evaluations and addresses performance issues as needed by meeting with clients and/or consultants.

Qualifications

The ideal candidate has a curious, entrepreneurial spirit, exemplified by a passion for learning about the nonprofit sector and enthusiasm for growing the management consulting practice. They are capable of building sustainable relationships with clients, volunteer consultants, and team members. Strong commitment to diversity and equity, along with cultural literacy and sensitivity are essential.

Competencies

- Able to quickly grasp fundamental issues facing a client and devise an appropriate advisory solution.
- Knowledge of nonprofit consulting best practices and ability to adapt these practices to organizations of all sizes and stages of development.
- Highly developed emotional intelligence and sensitivity. Able to adapt to a wide range of consulting clients that are diverse culturally, in size, in mission-focus, and in geographic location.
- Strong organizational skills, with high attention to detail and follow-through.
- High level of independence, flexibility and decision-making capabilities.
- Great relationship building skills and ability to collaborate within various teams.
- Strong management skills and the ability to establish and ensure that that service corps members meet high standards of performance.

Required Qualifications

- Bachelor's degree required. Advanced degree or equivalent experience in a related field preferred.
- At least 5 years of previous experience in management consulting, preferably in the nonprofit sector.
- Working knowledge of nonprofit consulting best practices and their application.
- Demonstrated commitment to providing culturally competent services and supporting the development of cultural competency among other consultants.
- Demonstrated ability to communicate effectively at all levels. Excellent written and verbal communication skills.
- Proficiency with Microsoft Office.
- Proficiency or ability to become proficient with Salesforce.
- Experience working with volunteers, especially skills-based volunteers.

What we offer

- Collaborative organization where you'll work alongside highly-skilled professionals in our staff and service corps.
- Flexibility: Ability to set your own schedule within a M-F, 7 am to 7 pm timeframe, including working remotely and/or from home (subject to individual arrangements with supervisor).
- Generous paid time off and benefits package

Salary Range: \$55,000-\$60,000.

Inclusiveness Statement

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal, valued and supported.

To Apply

To be considered for this position, please submit your resume and cover letter to jobs@501commons.org with Consulting Services Manager in the email subject line. We look forward to hearing from you!