

JOB DESCRIPTION: Global Director, Delivery Associates

The Role of Global Director, Delivery Associates (DA) is responsible for the quality of Leadership Circle's (LC) freelancer workforce. This includes selecting, onboarding, and monitoring the work of LC's independent contractors who serve as coaches, facilitators and consultants for LC's clients (direct services and certifications). This role is one that delights in forming relationships and building community as well as an attention to process and detail.

The Director will lead the organization's Direct Services recruitment function for our Delivery Associates. The Director will establish and implement policies and uphold and improve processes for recruiting, screening, interviewing, and developing Delivery Associates to fill these roles. It is important for this role to uphold, grow, and integrate our deep culture and mission globally.

This role is designed to be split in a 80/20 fashion, meaning that 80% of the time will be spent in the Staffing and Client Satisfaction job responsibilities, and 20% of the time will be spent in Delivery/Sales. See Knowledge & Experience section for specific requirements.

Job Duties

Staffing:

- Establish and maintain relationships with Practitioner community, Leadership Circle Certification faculty, professional associations, accredited coach certifications and other organizations that can ensure a continuous pipeline of diverse Delivery Associate candidates who are certified in and experienced with our Assessment(s);
- Work closely with Leadership Circle Account Leaders, Direct Sales staff, and project managers, using available technology and organization systems, to determine current and emerging staffing requirements;
- Coordinate with Global Director of Direct Services Operations to enhance effective onboarding of Delivery Associates;

- Establish cross-functional synergies that provide training resources to Delivery Associates to ensure Leadership Circle Professional Services brand IP;
- Build a robust learning community of our Delivery Associates; working in collaboration with Consulting Services, Community (Channel) and our global regions, including coordinating and providing ongoing development to enhance our delivery preparation and outcomes;
- Prepare reports or summaries and present findings to senior management, for use in strategic decision making or planning;
- Work closely with our Chief Diversity Officer to implement IDEA (inclusion, diversity, equity, accessibility) philosophies and guidelines into our Staffing processes and outcomes;
- Coordinate with Certification Coach and Debrief staff coordinator to screen and vet DA candidates to final approval as a DA.

Client Satisfaction:

- Define ways to measure and document client satisfaction; integrating feedback for people and process improvement (Survey technology, NetSuite, Notion, etc.) for reporting into appropriate stakeholders within our organization and within client organizations, upholding privacy requirements;
- Conduct performance feedback sessions as needed with Delivery Associates, coordinating with Coaching and Consulting Service leaders;
- Maintain quality metrics dashboards for individual and group deliveries.

Sales and Delivery

- Provide coaching, facilitation/delivery, team coaching services to Direct clients;
- Manage portfolio of clients as Account Lead and/or Engagement Lead;
- Ensure client satisfaction and maintain strategic relationships;
- Maintain company margin targets on sold engagements.;
- Provide feedback to our organizational teams (Business Units, Operations, Sales, and Marketing, Diversity Office) for insights/learnings to our process and programs based on your real-time experiences.

In collaboration with a designated Project Associate

- Maintain accuracy of Delivery Associate database;
- Track and extract data to report on KPIs;

- Keep the Delivery Associate training page (currently in Notion) up to date to enable different stakeholders to leverage the DA database;
- Keep DA bios up to date;
- Send contracts via DocuSign.

Knowledge and Experience Requirements:

- Certified in and experienced with the Leadership Circle Profile Assessment and related products (CLA, Pulse, etc.)
- Experience in consulting / coaching practices; references made available
- Certified coach by recognized accredited organization
- Recruiting, vetting, onboarding experience
- Organized and systems-oriented to follow established procedures, implement improvements, and to create new systems to grow with our strategy
- Ability to build a learning community with experienced practitioners
- Working knowledge of practices and processes to measure client satisfaction
- Awareness and orientation to cultural differences; adapt accordingly
- Experience working cross-functionally, in collaborative and team-centered approaches at all levels
- Committed to personal and professional learning and development
- Functional in Microsoft Suite products and prefer experience with CRMs (NetSuite optimal); Notion experience optimal
- Use technology effectively to support key outcomes.

This position reports to the Global Chief Operating Officer. This is a remote position. Depending on candidates' time zone, you will be required to flex your schedule to meet with North American headquarters and our European, Australian, Asian and LATAM regions.

Please Email erica.olsen@leadershipcircle.com with resume for more information.