



AutonomyWorks

Title: Director, Client Delivery

Location: Downers Grove, IL

The Company: Changing the Way the World Views People with Autism

AutonomyWorks is a dynamic for-profit Social Enterprise creating jobs for people with autism. Our teams support clients around the country on the cutting edge of data and technology. Our work includes data management, quality assurance, and business operations. We have developed proprietary methods and tools that enable our team of Associates – all of whom are adults with autism - to deliver at exceptional levels of quality and productivity. We are a workforce development social enterprise like none other.

Led by a team of industry veterans (ex-Accenture, ex-Razorfish), AutonomyWorks is growing rapidly and looking for motivated innovators to join our Team.

The Opportunity:

As Autonomy Works hits an inflection point, we are looking for a mission-driven individual to lead our Client Delivery team. The right person will have a mix of startup “can do” and sophisticated operational know-how.

The Director of Client Delivery is part of the four-person executive team, which also includes the CEO, Director of Growth, and Director of Talent and Operations.

The Director of Client Delivery will be counted on to manage the day-to-day execution of Autonomy Work’s core business. Once a client is signed on, the Director of Client Delivery will work to on-board and manage the implementation of the engagement and will assign one of their team members (called Solution Leads) to each engagement. Solution Leads are neuro-typical individuals that provide part of the end-to-end engagement with the client. As such, the Director of Client Service will work closely with the Director of Talent and Operations, who is primarily responsible for aligning the Associates to client engagements, and ensuring the work is structured effectively. This role is critical to the achievement of the company’s mission and revenue generation.

At this time, the Director of Client Service has two staff under them, but they will be expected to grow, manage, and motivate a team of up to ten people as the company scales. The ideal candidate is someone that can see the big picture and is also able to roll up their sleeves, ensuring the right processes and technologies are created and adopted as we scale.



Role:

Core Responsibilities:

- Establish and maintain client relationships.
 - Build trust and partnership with peers at clients.
 - Collaborate with clients to manage operational issues and process changes.
 - Manage client billing and collections.
- Build a team to deliver exceptional client outcomes.
 - Manage day-to-day operations that result in flawless execution of client work product and build lasting client relationships.
 - Create and implement processes and tools to ensure timely and high-quality delivery.
 - Hire, manage, and grow a team of Leads (who manage individual work products).
- Develop expertise in client processes and AutonomyWorks solutions.
 - Support issue resolution and continuous improvement efforts.
 - Identify areas for improvement and solve for them by applying “best practices” across teams.

Cross-Team Responsibilities:

- Lead on-boarding of new client work.
 - Understand client needs and priorities.
 - Create solutions that leverage AutonomyWorks capabilities.
 - Work closely with the Director of Talent and Operations to ensure the right people resources are allocated to the right client projects at the right time.
- Participate in business planning.
 - Develop revenue forecasts and resource requirements.
 - Participate in resource allocation and staffing.
- Support business development.
 - Serve as process expert during sales process.
 - Participate in scoping, solution design, and pricing.

Leadership Team Responsibilities:

- Serve as a member of the AutonomyWorks Leadership Team.
- Participate in corporate goal setting, strategic planning, and operational prioritization.
- Lead major corporate initiatives.



AutonomyWorks

Skills and Experience:

Essential:

- Solutions orientation
 - Process thinking
 - Sense of urgency
 - Data driven
- Balancing multiple priorities
 - Drive operational improvements and growth
 - Deliver every day
- Interpersonal communications
 - Team motivation and management
 - Collaboration with peers
 - Client communication
- Passion for social impact
- Energy and drive for excellence

Desirable:

- Experience with data and operational processes and tools
- Team management and leadership
- Operations planning and forecasting

Pay and Benefits:

- Expected compensation: \$75,000 - \$100,000 per year
- Higher compensation possible for candidates with exceptional talent and experience
- Health insurance, short-term disability insurance, and long-term disability insurance

AutonomyWorks offers the opportunity to make a difference in an excellent work environment with competitive pay and benefits. To be considered, please send a cover letter noting the position of interest with salary expectations and resume to recruiting@emailautonomy.com. To learn more about our dynamic company, visit our web site at www.autonomy.works. We are an Equal Opportunity Employer that values the strength diversity brings to our workplace.