



**AutonomyWorks**

*AutonomyWorks welcomes candidates with diverse backgrounds. More than specific experiences, we value talent, passion, and a growth mindset. Please apply if you feel you might fit at AutonomyWorks.*

**Title:** Director, Client Engagement

**Location:** Downers Grove, IL

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

AutonomyWorks is a dynamic for-profit social venture 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 AutonomyWorks hits an inflection point, we are looking for a mission-driven individual to lead our Client Engagement team. This role is critical to the achievement of the company's mission and revenue generation. The right person will have a mix of startup "can do" and sophisticated relationship know-how. 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.

The Director of Client Engagement is part of the executive team, which also includes the CEO, Director of Finance, Director of Client Delivery and Director of Talent and Operations.

The Director of Client Engagement will partner with the CEO to establish, manage, and grow client relationships. The ideal candidate will be familiar with the entire customer life cycle including initial conversations, scoping/contracting, on-boarding, on-going management, renewals, and relationship expansion.

Once a client is signed on, the Director of Client Engagement will work with our Delivery team to translate client needs into functioning teams and processes. The Director of Client Engagement will be counted on to manage the client relationship and, where appropriate, grow the relationship and overall financial health of each account.

While day-to-day execution is led by the AutonomyWorks Client Delivery team, the Director of Client Engagement will develop a working knowledge of the scope, the team, and key milestones to ensure they can serve as a credible point of escalation and collaboration.



**AutonomyWorks**

## **Role:**

### **Core Responsibilities:**

- Lead and coordinate growth and revenue pipeline.
  - Partner with the CEO to manage new client opportunities from initial contact to contract.
  - Present AutonomyWorks capabilities to prospective clients.
  - Maintain revenue and staffing forecast.
- Maintain and grow client relationships.
  - Build trust and partnership with decision makers at our clients.
  - Collaborate with clients to manage any operational or personnel issues.
  - Negotiate renewals and change orders.
  - Secure internal and external referrals from existing clients.
- Lead on-boarding of new clients and new deliverables.
  - Understand client needs and priorities.
  - Create solutions that leverage AutonomyWorks capabilities.
  - Work closely with the Director of Client Delivery and Director of Talent and Operations to ensure successful transition to delivery team.

### **Leadership Team Responsibilities:**

- Serve as a member of the AutonomyWorks Leadership Team.
- Lead quarterly business planning.
  - Develop revenue forecasts and resource requirements.
  - Participate in resource allocation and staffing.
- Participate in long-term corporate goal setting, strategic planning, and operational prioritization.
- Lead major corporate initiatives.

## **Skills and Experience:**

### **Essential:**

- Growth orientation
  - Understand client needs and organizational objectives
  - Collaborate to identify and shape solutions
  - Manage pipeline using CRM tools (e.g. Salesforce)
- Business acumen
  - Quickly build rapport and trust with clients across industries and functions
  - Understand client dynamics and priorities
- Interpersonal communications
  - Motivate AutonomyWorks and client teams
  - Communicate clearly and consistently
- Passion for social impact
- Energy and drive for excellence

### **Desirable:**

- Experience with business process outsourcing
- Process design and innovation
- Growth planning and forecasting
- Experience working with individuals with disabilities



**AutonomyWorks**

**Pay and Benefits:**

- Expected compensation: \$90,000 - \$120,000 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](mailto:recruiting@emailautonomy.com). To learn more about our dynamic company, visit our web site at [www.autonomy.works](http://www.autonomy.works). We are an Equal Opportunity Employer that values the strength diversity brings to our workplace.*