



AutonomyWorks

Title: Senior Solution Lead

Location: Downers Grove, IL

Type: Full-time

Salary Range: \$60,000 - \$70,000 based on experience

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 world on the cutting edge of data and technology. Our work includes data management, quality assurance, and business process outsourcing (BPO). 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, AutonomyWorks is growing and looking for motivated innovators to join our Team.

The Opportunity:

As AutonomyWorks hits an inflection point, we are looking for mission-driven individuals to join our Client Delivery team. The right person will have a mix of startup “can do”, problem solving, and a passion for creating and building new systems.

The Senior Solution Lead will be a critical team leader responsible for serving 2-4 clients. This role will be counted on to manage the day-to-day execution of AutonomyWorks core business, with a specific focus on quality and productivity. This role offers production exposure to a diverse work profile focused primarily on B2B. This is a unique opportunity to build and take ownership of a team. A process-oriented person with the ability to develop and implement systematic practices will excel in this opportunity.

The Role:

Core Responsibilities:

- Leadership
 - Support a production team of 20-25 adults with autism servicing 2-4 clients.
 - Provide prompt and constructive feedback to associates, to empower growth and encourage confidence.
 - Engage in the expectations of our organization to aid in the growth of the company and our work force.



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- Client Service
 - Interact with clients daily to answer questions, provide status updates, resolve problems, and identify other opportunities.
 - Work with other team members to define client expectations, establish scope, and maintain a system to ensure a level of high-quality output.
 - Motivate your team to produce quality work that exceeds expectations and provides value to our clients.
- Problem Solving
 - Collaborate with team members to identify client issues and continuous improvement opportunities.
 - Collectively work to identify creative solutions that will better our team and service to our clients.

Cross-Team Responsibilities:

- Onboarding Collaboration
 - Partner with AutonomyWorks leadership team to understand pipeline, specific needs of clients, and timeline(s) of new work launches.
 - Participate in creating solutions that utilizes the exceptional skills of our associates.
- Team Building
 - Collaborate with other Leads to build a strong team, focused on high quality work.
 - Educate on acceptable business etiquette as it relates to client communication and delivery.
 - Identify opportunities to cross train team members on various deliverables.
- Allocation Support
 - Understand the talents of our team and how they can be applied effectively to support each of our clients and their deliverables.
 - Work collectively with other Leads to utilize those talents in a production-based environment.
 - Understand the strengths and weaknesses of team members to best align skills and schedules with client demands.



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Skills:

- Process and workflow oriented
 - Exceptional organizational skills.
 - Manage multiple ongoing projects with altering priorities and tight deadlines.
 - Proficiency with MS Office (Word, Excel, PowerPoint) and other basic desktop applications.
- Team player
 - Excellent communication and interpersonal skills, with the ability to converse with clients and associates to address requests and issues in an expedient and productive manner.
 - A positive attitude and the ability to thrive in a collaborative environment.
- Passionate
 - Desire and aptitude to learn new competencies and skills quickly.
 - A commitment to creating new ways of approaching and solving existing problems with innovative solutions.

Qualifications and Experience:

- Bachelor's degree preferred
- Three or more years of relevant work experience
- A desire to join a mission-driven organization

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.