



**Title:** Team Lead

**Location:** Downers Grove, IL

**Type:** Full-time, Salaried, Exempt

**Salary Range:** \$50,000 - \$55,000 based on experience

### **The Company**

AutonomyWorks is a dynamic for-profit Social Enterprise whose mission is to change the way the world views people with autism. Our teams support clients around the world on the cutting edge of data, technology, and business operations. Our work includes data management, quality assurance, and business process outsourcing. We have developed proprietary methods and tools that enable our Associates, all of whom are adults with autism, to deliver with exceptional quality, accuracy, and productivity.

### **The Opportunity**

AutonomyWorks is seeking a mission-driven individual to join our Delivery team as a Team Lead. This role is responsible for leading a pod of Associates to execute client work with high quality, accuracy, and productivity, while supporting the growth and development of team members.

The Team Lead plays a critical role in managing the day-to-day operations of AutonomyWorks' core business processes. They oversee workflow, ensure deliverables are completed on time and to client expectations, and create structure through consistent execution of processes and routines. This role partners closely with the Director of Team Operations and Director of Client Success to align delivery with client needs and business priorities.

This is a unique opportunity to take ownership of a delivery pod, including managing a Senior Associate, supporting 10–12 Associates, and contributing to the success of multiple client accounts. The ideal candidate brings a strong “can do” attitude, leadership capability, and a process-oriented mindset, with the ability to problem-solve, build structure, and continuously improve how work gets done.

### **Key Accountabilities**

#### **Lead and Develop Delivery Team**

- Lead, develop, and manage a pod of 10–12 Associates, including direct oversight of a Senior Associate.
- Provide daily direction, coaching, and feedback to support performance, engagement, and growth.
- Develop the Senior Associate by delegating responsibilities, reinforcing expectations, and building leadership capability.
- Foster a structured, supportive, and accountable team environment.

#### **Execute Client Delivery**

- Own day-to-day execution of client work across 3–5 accounts, ensuring deliverables are accurate, timely, and aligned with expectations.
- Organize and prioritize workflows to balance team capacity and client needs.
- Work with internal stakeholders to ensure client expectations are met, share performance updates and metrics, and identify opportunities to expand or improve client work.
- Respond to client-related questions and issues with urgency and professionalism.



### **Drive Problem Solving and Process Execution**

- Identify, troubleshoot, and resolve delivery and client issues, escalating when appropriate.
- Build and maintain structured processes and routines that support consistency, quality, and productivity.
- Train and coach Associates to develop independent problem-solving skills.
- Identify trends and implement improvements to strengthen delivery performance.

### **Collaborate Across Teams and Support Growth**

- Partner with Account Teams to support onboarding of new client work and ensure smooth transitions into delivery.
- Collaborate with other Team Leads to maintain consistency and share best practices across pods.
- Support Associate allocation and workforce planning by aligning individuals to work that fits their strengths.
- Identify and support cross-training opportunities to increase team flexibility and coverage.

### **Desired Skills:**

#### **Process and Operational Discipline**

- Strong organizational skills with the ability to manage multiple workflows, priorities, and deadlines simultaneously.
- Ability to build, follow, and improve structured processes that drive consistency, quality, and productivity.
- High attention to detail with a focus on accuracy and completeness in all deliverables.
- Proficiency in Microsoft Office (Excel, Word, PowerPoint) and comfort learning new tools and systems.

#### **Client Focus and Communication**

- Strong client service orientation, with the ability to understand expectations and respond with urgency and professionalism.
- Ability to communicate clearly and effectively, translating client needs into actionable direction for the team.
- Comfort working in a fast-paced, client-driven environment with shifting priorities.

#### **Problem Solving and Continuous Improvement**

- Critical thinking skills with the ability to identify issues, ask the right questions, and develop practical solutions.
- Ability to recognize patterns, identify opportunities for improvement, and implement changes to strengthen performance.
- Demonstrated curiosity and willingness to learn new processes, tools, and client requirements quickly.
- Initiative to take ownership of challenges and drive them through to resolution.

#### **Mission Alignment and Growth Mindset**

- Passion for AutonomyWorks' mission and a commitment to supporting adults with autism in a professional work environment.
- Desire to learn, grow, and take on increasing responsibility over time.
- Openness to feedback and a continuous improvement mindset.



**Qualifications and Experience**

- Bachelor's degree preferred.
- 3+ years of relevant professional experience in operations, team leadership, or a related environment.
- Experience managing or supporting teams and/or client deliverables is preferred.
- Ability to learn new processes, tools, and client requirements quickly in a fast-paced environment.
- Passion for AutonomyWorks' mission and a commitment to creating meaningful employment for adults with autism.

**Benefits**

- Paid Time Off
- Health, dental, and vision insurance
- Short-term and long-term disability coverage
- Company-paid life insurance

*AutonomyWorks offers the opportunity to make a difference in an excellent work environment with competitive pay and benefits. To be considered, please send an email expressing interest in this position and a resume to [recruiting@emailautonomy.com](mailto:recruiting@emailautonomy.com). To learn more about our dynamic company, visit our website at [www.autonomy.works](http://www.autonomy.works). We are an Equal Opportunity Employer that values the strength diversity brings to our workplace.*