



## Director of Delivery Services

### About ListEngage:

We believe that digital transformation can be a force for good, improving the lives of everyone involved. To achieve this mission, we rely on a team of techno marketers that know how to help our customers achieve their goals utilizing Salesforce. We have been a Salesforce partner since before there was an ecosystem and have been privileged to help some of the world's most celebrated brands on their path to digital transformation.

At ListEngage, we believe that talent trumps location, and that communication, respect, and team work are the values that enable us to deliver for each other, our stake-holders, and our customers.

### Key Responsibilities:

#### Manage Team Members

- **Deliver Billable, Profitable Project Hours:** Efficiently maximize the total amount of revenue generating, billable hours that can reasonably be achieved each month. Where possible maximize delivery rates and minimize delivery costs.
- **Achieve Delivery Targets:** On a daily, weekly and monthly basis, work with and coach each team member to establish and achieve their specific delivery targets and quotas
- **Identify and Onboard Talent:** Work with the sales team, delivery team, clients and the HR team to find and onboard great resources.
- **Grow Talent:** Manage each team member to help them achieve and maximize their professional potential. This includes, but is not limited to, developing a career plan/path for each individual, defining and driving certification requirements, conducting ongoing and annual performance reviews, positioning the appropriate resources with the appropriate projects and managing employee compensation.

#### Develop Infrastructure

- **Internal Processes:** Further develop processes that maximize delivery efficiency and increase the productivity of the team and company. This includes, but is not limited to the use of Salesforce.com and Mavenlink, proposals, issue/project escalation, scoping calculators, project handoffs, customer satisfaction and reporting.

- **External Processes:** Further develop the client facing processes required for project scoping, kick-offs, business process reviews, weekly reporting, conflict resolution and customer satisfaction.
- **Sales Support:** Support the List Engage sales team and Salesforce.com Account Executives to determine solutions for prospects, scope projects, conduct demos and execute discovery calls.
- **Internal Collaboration:** Work with the development & data teams to ensure efficient and seamless delivery of projects that require multiple skillsets and competencies
- **Client Satisfaction:** Develop and own of the List Engage client satisfaction program..
- **Conflict Resolution.** Develop, manage and be the primary management point of issue escalation.
- **Strategic Planning:** Work with the senior management team to determine company growth and tactical execution plan.
- **Technology Roadmap:** Work closely with management team to define and develop any unique List Engage technologies or process.
- **Scaling:** Work with the management team to determine delivery forecast and hiring needs.

**Team Player:** Represent the company internally and externally to the highest ethical standards and be a considerate and exceptional teammate

**Individual contribution:** Where necessary due to resource restraints or the strategic nature of an opportunity, play an active role to ensure the success of key projects.

### **What We Are Looking For:**

A candidate that can build on the existing ListEngage delivery footprint and take the team to the next level. To do so we envision a candidate with:

- A minimum of 10 years of experience in professional services delivery
  - Prior experience in managing a deliver team
  - Prior experience growing and scaling a delivery team
  - Prior experience with various implementation methodologies including but not limited to Agile, Scrum and Waterfall
  - Strong customer-facing attitude and issue resolution skills
  - Excellent communication skills that bridge business needs, technical requirements and project management
  - A history of leadership
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- A bachelor's degree required or Masters preferred
- Strong collaboration and communication skills – both oral and written. Ability to work in the United States
- Strong organizational, time, project management skills with proven ability to multi-task and manage complex projects.

**Work Location:**

- Remote

**Benefits:**

- A retirement 401k plan with match
- Competitive Medical, and Dental
- Employer-paid Life, Accidental Death & Dismemberment and Long-Term/Short-Term Disability Insurance
- Generous PTO, Holiday, and Sick Time Benefits
- Flexible Spending Reimbursement Accounts (Health and Dependent Care)
- Employee Referral Program
- Work-Life balance
- Annual performance Bonus

**If you're interested, so are we! Send your resume our way, and we'll contact you for a phone interview.**

At ListEngage, we aim to change the world by challenging the traditional consulting model by building a flexible, delivery focused organization that can deliver on the promise that we have made to each other. We are an equal opportunity employer and love diversity at our company! We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, or disability status.