

Job Description – Resource Manager

POSITION SUMMARY

Through process analysis and interdepartmental collaboration, you will focus on Service Delivery, business operations, maximizing efficiency and productivity across the practice areas. Your primary focus areas will be around resource management, contract review, performance reporting and driving operational efficiencies. In this cross-functional position, you will own all back-office, operational and administrative activities of the business. The Business Manager coordinates and manages activities such as the tracking of strategy, goal development, financial, workforce, productivity, performance reporting and other ad hoc projects as necessary.

DUTIES & ESSENTIAL JOB FUNCTIONS

- Builds, owns and manages the Resource Management function for the business
- Maintain a close understanding of our pipeline, assigning practitioners to support sales pursuits and new business opportunities
- Propose the assignment of practitioners based on current or near-term availability to project requirements that align with their skills, professional goals and/or staffing preferences (ideally aligned to the sales pursuit)
- Optimize utilization across the team by making staffing decisions to support client needs and business strategy
- Ensure all members of the client services team meet their performance metrics, including by not limited to, utilization, client service hours and sales support
- Serve as the subject matter expert (SME) and main point of contact (POC) for all resource management technology platforms, including by not limited to BigTime
- Proactively review staffing data (current plus forecasted) to produce and share meaningful insights on trends, forecasts, opportunities for improvement and areas of concern
- Meets with senior leadership to review hiring and staffing requirements
- Responsible for the production of key performance indicators, recommending and driving remediation, process enhancements
- Maintains a deep understanding of business operations, proposing and leading process automation opportunities
- Lead contractual review process, including client negotiations based on Cloudrise best practices
- Monitor progress, manage risk, and ensure key stakeholders are kept informed about progress and expected outcomes
- Support annual budgeting and business planning process
- Support the Service Delivery organization, often acting as the business partner to Finance, HR and ITS departments
- Provide constructive on-the-job feedback/coaching to team members
- Cultivate an innovative and inclusive team-oriented work environment, playing an active role in counseling and mentoring staff

QUALIFICATIONS

- Bachelor's degree in Business Administration or relevant field
- Previous experience in an operational leadership position at a Big 10 consulting firm or SI
- 10+ years of related work, managing business operations for a services firm
- Proven experience in strategic planning and business development
- Strong decision-making and problem-solving skills
- Proven organizational and leadership skills
- Working knowledge of data analysis and performance metrics

PREFERRED

- Proficiency in Microsoft Office products, specifically Outlook, Excel, and Power Point
- Excellent interpersonal and organizational skills
- Excellent oral and written communication skills
- Excellent communication and presentation skills
- Self-motivated to improve knowledge and skills
- Works well both in a team environment and independently

This list of duties and responsibilities is not intended to be all-inclusive and may be expanded to include other duties or responsibilities that management may deem necessary from time to time.

To apply, please send your resume and a cover letter to careers@cloudrise.com