



Service Delivery Consultant

APPLY NOW

REQUIREMENTS

- Doctoral degree in research methodology, organizational development/behavior, industrial/organizational psychology or a related discipline is required
- 2+ years of consulting or equivalent experience
- Travel to client locations within Illinois and occasional overnight travel out of state
- Flexibility in work hours to attend client meetings

RESPONSIBILITIES

- Establish strong relationships with clients, and ensure client engagement and satisfaction
- Educate clients on how to embed analytics to drive deeper insights and support school improvement initiatives
- Develop and maintain in-depth knowledge of our services and how they relate to client needs, and provide consultation and guidance to district leadership
- Present analytic results and research findings that are accurate, insightful, and actionable
- Create and deliver presentations and training resources
- Facilitate client workshops and webinars to provide consultation and training on ECRA analytics and platform tools
- Support development of new business with prospective clients and expand business with existing client base
- Perform other ECRA related duties as assigned by the President or CEO

ABOUT ECRA

ECRA Group is a premier leadership consulting and analytics firm focused on assisting educational leaders improve student outcomes by adopting more evidence-based practices. By focusing on leadership and analytics, ECRA helps ensure energy and resources are directed toward what truly matters for students. ECRA Group has partnered with over 1,000 K-12 school districts nationally and works in partnership with many state and national professional organizations.

JOB DESCRIPTION

A Service Delivery Consultant delivers services to a portfolio of school districts within the terms of the agreement and in a matter consistent with ECRA policies and procedures. The successful candidate must demonstrate excellent presentation and speaking skills, as well as a deep understanding of research methodology and statistics. Consultants work closely with school administrators to build evidence-based practices and solutions for school improvement. There is an expectation that consultants help grow the business by expanding current contracts and supporting new business opportunities. This position is based out of our Schaumburg, Illinois headquarters and reports to the President of ECRA Research & Analytics.

SKILLS AND KEY COMPETENCIES

- Strong client focus: this includes awareness of client needs, meeting quality standards for services, and evaluation of client satisfaction
- Ability to manage and lead multiple, complex clients
- Knowledge of the education enterprise
- Excellent interpersonal skills in dealing with all levels of client staff
- Excellent written and verbal communication skills, including facilitation, training, and presentation skills
- Deep understanding of quantitative and qualitative research methodology
- Ability to grow and expand business
- High attention to details and emphasis on quality partnerships
- Ability to assimilate information quickly, analyze problems, and implement solutions appropriately
- Strong organizational skills and project management skills are required
- Proficient user of Microsoft Office Suite (Excel, Word, PowerPoint)

Qualified candidates can submit a cover letter and resume to jobs@ecragroup.com.

ECRA Group is an Equal Opportunity Employer



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