

Position Description



Position Title: **Vice President**

Department: **Reliability Consulting Group**

Responsible To: **President**

FLSA Status: **Exempt**

Effective Date: **March 1, 2009**

Position Summary

The Vice President (RCG) is responsible for providing leadership and accountability to the mission and goals of the RCG group. This includes oversight of the group's Sales and Marketing activities, client relationship management, service delivery and performance, and the operation of the Life Cycle Institute.

Examples of Essential Functions & Responsibilities

- Develop and nurture employee engagement throughout the group, leading managers by example and setting clear expectations that result in a highly engaged workforce
- Ensure product offerings meet market needs and expectations within the context of the group's mission and strategic goals
- Create and obtain approval for the group's annual operating budget against projected forecasts, ensuring year-over-year growth in revenue and net income before taxes (NIBT)
- Establish sales expectations for the Business Development team on an ongoing basis; ensure accountability to results via frequent and consistent recognition and feedback mechanisms
- Optimize marketing investment through regular evaluation and analysis of market channel opportunities, as well as return on brand awareness and lead generation activities
- Create and foster a strong commitment to client service delivery by attracting, developing, and retaining highly talented consultant resources; maximize the flexibility of these resources through their efficient scheduling and sharing on behalf of our clients
- Calibrate Institute course offerings to market needs, including the use of a participant/client rating mechanism to ensure relevancy and value
- Participate as a regular member of the Executive Leadership Team (ELT), providing ongoing updates as to RCG activities and results, as well as work collaboratively with other ELT members to direct the work of LCE as a whole
- Provide oversight of the client communication process to include all client touch points and the development of new or enhanced client communication materials
- Foster and encourage team member innovations to create new and enhanced client resources
- Ensure all product delivery costs and other operational expenses are tracked, reported, and analyzed to determine efficiencies and identify opportunities for process improvements
- Participate in research, writing, and presentations, such as white papers, journal or magazine articles, and association presentations to promote the work of the RCG
- Maintain a collaborative work environment for group employees via regular and open communications, mutual respect and support, and the expectation and commitment of trust amongst team members

- Organize self and work environment to ensure timely completion of group deliverables, accounting for unanticipated client needs (internal/external) and changing priorities
- Ensure personal compliance to company guidelines as specified, with particular care given to safe work practices; perform other responsibilities as requested that the employee is capable of performing

Education & Experience

- Bachelor's degree in business administration, engineering or related field; MBA preferred
- Minimum fifteen years prior business leadership experience
- Prior senior leadership experience for a consulting services firm within a private industry sector
- Prior P&L responsibilities for a business services unit with annual revenues in excess of \$15 million and year-over-year growth
- Experience with operational financials and value creation
- Extensive use and leadership over operational improvement methodologies such as lean, six sigma, etc., as well as the understanding and value of a reliability focus
- Previous Sales & Marketing functional oversight (hunting/farming), including contract preparations and negotiations
- Experience providing professional business services in a global business community and expanding these services into new verticals and geographies
- Previous experience leading and driving cultural change within a business unit/organization
- Prior plant/multi-plant leadership experience preferred
- Experience working in a strengths-based organization and/or utilization of Gallup's Q12 employee engagement tool preferred
- Knowledge of Patrick Lencioni's Building Effective Teams principles preferred

Skills, Abilities & Traits

- Advanced proficiency in Microsoft Outlook, Word and Excel software
- Basic knowledge and skills in Microsoft CRM, SharePoint and OneNote
- Excellent communication skills – speaking and writing – particularly in client settings; persuasive communication style is critical
- Strong organizational and time management skills, with the ability to facilitate the work of the group during high service level demands and multiple priorities that may shift unexpectedly
- Ability to analyze cause and effect scenarios quickly and identify solutions across multiple work efforts
- High degree of accuracy and attention to details, particularly in the areas of financial analysis and reporting
- Knowledge and understanding of training delivery/environments and their importance to goal attainment
- Ability to motivate and drive the work of the team, and demonstrate personal initiative to complete established company and client goals
- Must have a warm and approachable personality that quickly establishes a professional rapport with all encountered
- Must be sensitive to the professional expectations of the business, ensuring a positive interaction and impression for all stakeholders
- Must be highly reliable and capable of achieving expected results for the group

Physical Demands & Expectations

- Regular physical activity to include walking, climbing stairs, bending, stooping, reaching, lifting (up to 30 pounds), and standing; periods of prolonged sitting may be required
- Ability to speak, read, hear and write, with or without assistance
- Ability to use phone and computer systems, printer, copier, fax and other office equipment
- Must be able to meet overnight travel expectations of up to 30%

This position description represents a summary of the major components and requirements of the outlined job. Other duties and responsibilities may be assigned or required as business needs dictate. Questions regarding this description should immediately be addressed to the department manager or to Human Resources.