



Pinnacle

SENIOR CONSULTANT

Reports To: COO / In-direct: Director of Consulting Services

Pinnacle Mission:

Connect strategy to action through people

We believe people want to do the right thing, but need tools, knowledge, and details to do so. We enable organizational success by advocating for and empowering employees.

We believe when people are centered and balanced the best work happens. We are guided by the rule: take care of yourself, take care of your family, do good work.

We are a values-forward organization, with an employment model that is unique for a consulting practice: most of our team members work around 20-30 hours a week.

Position Mission:

The focus of this position is to serve as a key project team member (may be across multiple projects as capacity allows), utilizing problem-solving skills, a learner aptitude, and business experience to dig-deep and develop an understanding of our client needs and drive to a solution. The team member will deliver on quality outcomes on-time and within budget, while upholding the Pinnacle values.

Primary Responsibilities Include:

- Cultivate, promote, and actively embody the Pinnacle values:
 - Power of the Team
 - Get It Done (Well!)
 - Be a Caring Professional
 - Be a Fountain, not a Drain!
 - Deliver Excellence on What Matters
- Consistently deliver against Pinnacle's mission to connect strategy to action through people by helping clients make significant and lasting improvements in their performance:
 - *Apply methodology and lead project activities*
Apply our strategic execution process to develop a plan to support implementation and adoption of client transformation / project initiatives.
 - *Support communication efforts*
Support the design, development, delivery, and management of communications (both executive stakeholders and end-user impacted).
 - *Assess the change impact*
Identify key stakeholders, conduct impact analyses, assess future state and change readiness.
 - *Support training efforts*
Provide input, requirements, and support the design and delivery of training initiatives.

- *Support Go-Live/Activation efforts*
Gather input and develop the design and delivery of go-live activities.

Additional responsibilities may include:

- Complete change management assessments
- Identify, analyze, and prepare risk mitigation tactics
- Identify and manage anticipated resistance
- Consult and coach project teams
- Create actionable deliverables for change management levers: communications plan, sponsor roadmap, coaching plan, training plan, stakeholder management plan
- Support and engage senior leaders
- Coach managers and supervisors
- Support organizational design and definition of roles and responsibilities
- Coordinate efforts with other project team members
- Integrate change management activities into project plan
- Evaluate and ensure user readiness
- Manage stakeholders
- Track and report issues
- Define and measure success metrics and monitor change progress

Required knowledge, skills, and abilities:

- Exceptional communication skills, both written and verbal
- Excellent active listening skills
- Ability to clearly articulate messages to a variety of audiences
- Ability to establish and maintain strong relationships
- Ability to influence others and move toward a common vision or goal
- Flexible and adaptable; able to work in ambiguous situations
- Resilient and tenacious with a propensity to persevere
- Forward looking with a holistic approach
- Organized with a natural inclination for planning strategy and tactics
- Problem solving and root cause identification skills
- Able to work effectively at all levels in an organization
- Must be a team player and able to work collaboratively with and through others
- Acute business acumen and understanding of organizational issues and challenges
- Experience with large-scale organizational change efforts
- Flexible and adaptable to changing business needs and priorities
- Able to work effectively with remote team members and clients

Suggested knowledge, skills, and abilities:

- Experience and knowledge of change management principles, methodologies and tools
- Familiarity with project management approaches, tools and phases of the project lifecycle

Minimum Experience:

- Bachelor's degree or equivalent work experience with 10+ years of experience or MA/MS and 8+ years of experience in related field.
- Advanced proficiency of Microsoft Office Suite (Outlook, Word, Excel, Power Point).
- Executive presentation skills with Microsoft PowerPoint skills.

*Note: Pinnacle team members currently telework 100%. Our office is located in St. Louis Park, Minnesota.

The duties of this position may change from time to time. Pinnacle Performance Group reserves the right to add or delete duties and responsibilities at the discretion of Pinnacle Performance Group. This job description is intended to describe the general level of work being performed. It is not intended to be all-inclusive.

It is the policy of Pinnacle Performance Group to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Pinnacle will provide reasonable accommodations for qualified individuals with disabilities.

If interested, please send LinkedIn profile, resume to: Melissa Wendling, COO, melissa.wendling@pinnacleconnection.com