

Employee Benefit Solutions, Inc.

Emerging Business Team (EBT)

Title:	Practice Leader, Communications		
Reports to:	Principal, Emerging Business Team		
Supervise:	Senior Associate or Associate, Communication Services		
Created:	April 2006	Revised:	April 2008

Job Summary

Work in collaboration with the principals of the firm to lead the development of the Communications practice. Provide strategic and tactical direction on the delivery of communications to clients. Provide positive leadership (mentorship, training and guidance) to develop professionals inside the practice. Collaborate with other practice leaders and managing consultants to support the needs of clients. Educate the marketplace by supporting the firm's brand and image. Pursue the development of new business opportunities by articulating the differentiators of the firm, the services available in the Communications practice, the capabilities of the team, and the consulting process through presentations and proposals.

Responsibilities

- Participate in leadership planning meetings
- Serve as the Subject Matter Expert (SME) for Communications
- Work with others to establish and manage key performance accounting metrics such as revenue and expenses inside the practice
- Manage, train, develop and mentor direct reports
- Allocate internal resources around client deliverables
- Adhere to quality assurance process
- Perform special projects as assigned

Client Relationship Management:

- Understand company culture, industry, and competitors
- Understand and work with clients to define their communications philosophy and its relationship to total compensation strategy
- Work with client to define goals and objectives related to change management events that require effective communications

Client Management:

- Assess client needs by understanding HR programs and events that need communications support
- Advise and recommend changes as necessary
- Assist in development of benefit communication strategies and deliverables
- Perform final quality assurance review of benefit communications developed for client
- Educate client regarding trends in communications
- Equip direct client contact with the tools and knowledge to effectively speak to communication issues to senior management, board of directors, etc. - assist client in this communication as appropriate

New Business Development:

- Identify new business opportunities and strategies to develop the Communications practice
- Draft proposal and engagement letters defining services to be provided
- Refine appropriate EBS fee schedules as the practice evolves

Minimum Requirements

- College degree or equivalent educational training or business experience
- 3 years supervisory experience
- 5 years corporate communications with benefits/HR communication experience preferred

KSA (Knowledge, Skills, Abilities)

- Intermediate Word and Excel skills
- Able to generate innovative insights from analysis and drive to actionable results
- Able to handle confidential information with maximum discretion
- Able to manage projects, multi-task, prioritize, and be flexible to meet deadlines
- Able to train/coach others
- Able to work independently and in a team environment
- Delegation skills
- Detail oriented, organized, and efficient
- Excellent interpersonal/presentation skills
- Excellent written/verbal communication skills
- Knowledge of federal and state regulations

Special Requirements

- Travel (as needed)

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.