



Job Description – Director of Consulting Services

The Company

Crescendo Consulting Group is a woman-owned, boutique consulting firm specializing in community needs assessments, strategic planning, evaluations, and HUD consolidated plans. Its clients include hospitals, health systems, behavioral health treatment organizations, public health departments, community action agencies, municipalities, and other organizations across the United States.

Crescendo's mission is to positively change the lives of the people, organizations, and communities we serve through an integrated set of consulting and management services. In recent years, Crescendo has worked with clients in Maine, New Hampshire, Florida, Texas, California, Arizona, and more. For more information about the firm, please visit our website www.crescendocg.com.

The Position

Crescendo Consulting Group is seeking a high-energy, independent, and enthusiastic Director of Consulting Services working remotely within the United States. The Director of Consulting Services reports to the Managing Principal.

The primary focus of the position is to interface with multiple clients and lead a team of researchers in conducting a variety of Community Needs Assessments. The successful candidate must have a solid understanding of and experience in conducting quantitative and qualitative market research. The individual must also be experienced in analyzing multiple data types and writing reports.

The Director of Consulting Services typically travels to client sites as needed within the United States. It is expected that there will be necessary client travel approximately up to 7-10 days a month depending on project needs. However, travel needs vary and are split across the team.

As a senior management position, it is expected that candidates will have demonstrated project management, communications skills, as well as thorough attention to detail, an engaging writing style and strong organizational skills. Being resourceful, creative, analytical, team-oriented, and intellectually curious are also important Crescendo management attributes.

Areas of Responsibility

- **Market Research:** Design research tools, conduct focus groups, townhall meetings, and stakeholder interviews, and implement surveys for healthcare, public health, and non-profit organizations.
- **Data Analysis:** Analyze quantitative and qualitative research, write summary reports and make presentations.
- **Project Management:** Manage projects from start to finish, including staffing, budget, and project deliverables.
- **Client Management:** Manage clients through weekly project meetings (remote and in-person), email communication, and other methods.

- **Staff Management:** Manage a small team of Research Managers.
- **Client Travel:** Travel within the United States is required.

Demonstrated Minimum requirements

- Bachelor's degree plus 5+ years of community needs assessment or market research experience in healthcare
- Strong understanding and work experience in public health, behavioral health, health care systems, or housing research
- Superior data analytics knowledge
- Ability to translate analyses into required project deliverables, including written reports, for a variety of audiences
- Attention to detail
- Excellent written and oral communication with team members and clients
- Advanced competency in Microsoft Office, especially Excel and Word
- Working collaboratively on files in a Microsoft 365 Windows environment
- Solid time management skills and the ability to balance multiple projects simultaneously
- Ability to adapt to effective remote work practices as needed to collaboratively produce timely and high-quality deliverable products
- Legally able to work within the United States
- Residing within the continental United States with a driver's license and the ability to rent a car

Non-required but beneficial skills

- Master's degree in public health or social sciences
- An entrepreneurial spirit
- Quantitative data analysis using SPSS, STAT, or R
- Bilingual (Spanish)

Benefits

- Full-time salary with PTO and paid holidays
- Performance-based annual bonuses
- Company-paid employee health insurance
- Dental insurance
- Company paid short and long-term disability insurance
- 401k with company match
- Professional development stipend up to \$2,000 a year
- Home office stipend
- Wellness reimbursement
- Paid volunteer time and matching charity donations

Salary

Salary will be based on work experience and skillset. The expected salary range is \$90,000 to \$115,000.

To Apply:

Interested candidates should email a resume, cover letter and salary requirements to:

Katelyn Michaud - KatelynM@crescendocg.com

Individuals invited to interview will be required to submit a writing sample.