



Role Description

Consulting Manager

Coffee + Dunn is about achieving marketing success through digital marketing transformation. Our passion is to improve the quality and effectiveness of marketing, applying leading technologies to increase speed or scale, realigning processes and people to create competitive agility, and applying thoughtful strategies to measure performance.

Our unique PLAN-BUILD-RUN approach bridges the critical gap between agencies (creative focus) and traditional consultancies (technology or management consulting focus) by connecting customers to marketing capabilities, blending contemporary marketing insight and proven management thinking. Our solutions are thoughtful and practical, initiating positive results immediately.

Our team members are a fusion of marketing practitioners, former-agency, process consultants and marketing technologists with an unwavering commitment to client success and value. We seek team members who are flexible, hardworking, and naturally curious.

About this Position

The Consulting Manager role must balance the competing demands of

- Scope, time, cost, and quality
- Serving as a “working manager” and delegating appropriate tasks
- Internal and external stakeholders with differing needs and expectations
- Identified requirements and expectations
- Project team dynamics

In collaboration with C+D leadership and solution consultants and architects, Consulting Managers (CM) are involved with projects and clients during the proposal phase to develop scopes of work, resource plans and schedules. CM takes ownership for organizing and project teams, prioritizing work (including their own), and tracking and controlling projects. CMs interface with solution consultants and architects to ensure optimum project staffing and act in a coordinator capacity for the personnel on project teams.

Principal Duties and Responsibilities

- Responsibilities - This position is responsible for managing small to large consulting/implementation projects. Job duties include supporting business development activities if requested, and managing and executing projects from initiation through delivery, including project planning and hour budgeting, project control and status reporting, team management, “hands on contribution” and related troubleshooting and problem resolution to ensure completion of assigned projects on schedule and within budget. This position may be responsible for managing or contributing to multiple and/or complex projects at any given time.
- Team communication and management - Maintain open communication among client team and project team members and lead project review meetings. Help team members establish open, collaborative relationships. Maintain enthusiasm, energy and focus in a variety of circumstances. Translate project objectives and vision into clear tasks for the team. Manage team members to achieve project objectives.



- Resource management - Define project resource plans, including internal (including self) and contract resources. Managing subcontractor and employee resource tasks (including self) during project delivery. Monitor projects to ensure completion within defined schedule, hours budget, and quality parameters.
- Client satisfaction - Develop strong client and stakeholder relationships and maintain effective communication channels. Consult with others on development and execution of complex project plans. Define practices and processes for managing client and stakeholder expectations

Critical Competencies/Minimum Requirements

Project Management

- Demonstrated ability to lead a team to achieve project objectives and deliver projects that ultimately go into production within cost/schedule constraints.
- Working experience with software implementation project management methodologies throughout software development project lifecycle.
- Working experience consulting with customers to architect and design solutions based on C+D methodologies and implementation experience

Solution Delivery

- Experience in marketing agencies and/or consultancies with knowledge on marketing planning and delivery execution for all communication channel types: print, digital, social, broadcast, etc.
- Writing skills – demonstrated ability to review and write scopes of work, project-related documentation, and develop and present prospect and client presentations.
- Ability to travel approximately 20% of time depending on assigned projects and project requirements.

Other

- The Consulting Manager reports to Implementation Resource Director (indirect to Managing Director)
- The Consulting Manager is a full-time exempt role with respect to FLSA