



Client Services & Delivery Manager Full-Time

We are –

True Synergy, Inc., a boutique professional and organizational development consulting company, based in Los Angeles, CA specializing in corporate culture change and behavioral transformation for high-growth companies for over 12-years. Learn more about us at www.truesynergyinc.com.

We are searching for a professional, strategic, and courteous Client Services & Delivery Manager with great people skills and a strong OD background to help our business prioritize existing clients and bring new clients on board.

You are –

A resourceful, innovative, self-motivated professional who has a passion for improving the corporate workplace. You have an entrepreneurial mindset and can thrive in a small, but growing, fast-paced external consulting environment. You also have strong administrative and project management skills, polished presentation, interpersonal, and team-building skills. You are a conscientious OD leader and able to set and carry out goals, stay on top of tasks and can work well with clients' staff, external consultants, our internal team, and vendors.

The Client Services & Delivery Manager will be tasked with maintaining current clients and growing our client base by keeping accurate records and correspondence, meeting regularly with management, updating clients' details, developing client service policies, training OD Coordinator, and recommending different service options to clients. Your dedication to the needs of our clients will encourage client loyalty and referrals, as well as enhance our company's brand and business growth through positive business-to-business engagement.

To ensure success in this role, the ideal candidate will have excellent active listening and communication skills, good personal presentation, politeness, tact and be able to function in a fast-paced, high-pressure environment. The noteworthy Client Services & Delivery Manager will provide timely solutions to client challenges, build sustainable and continuous relationships, show initiative and be able to elevate critical issues to the CEO. This person will also assist in creating case studies for our blog, as well as developing marketing materials and sales strategies.

Duties include:

- Planning, organizing, and implementing organizational development projects for external clients
- Developing and managing processes and workflows for the departmental area
- Tracking client projects from start to finish
- Keeping track of contracts, scope of work and client budgets
- Developing and writing reports and creating presentations
- Assisting with writing and completing new client proposals
- Managing the True Synergy Talent Bench
- Interviewing, hiring, and managing OD Coordinator
- Supervising intern(s)
- Other duties as assigned

Qualifications

- Entrepreneurial mindset
- Project management skills
- Strong time management skills
- Excellent writing, proofreading, and communication skills



- Excellent leadership and management skills
- Experience in qualitative/quantitative research
- Background in organization development, organizational psychology, people operations/HR, talent management, corporate training, management consulting, or equivalent is **required**
- Previous experience working in a consulting environment a plus
- 5-8 years of experience preferred
- Master's degree or above in organization development, organizational psychology, human resources management, learning & development, business administration, or the equivalent

What we offer

- Full-time
- Remote
- Benefits: professional development, paid holidays, sick, vacation, and self-care days
- Salary: \$33,600-\$54,000 (DOE)

Please send a cover letter and resume to: hello@truesynergyinc.com