

Director, Organizational Effectiveness and Innovation

Chicago, IL
Full-time

Apply Now

Management Consulting has been the foundation of Point B's employee-owned company for 25+ years. Our collaborative, forward looking leadership approach ensures our customers are on the right path to success.

What makes Point B different? An employee-ownership model that gives you a voice in directing your career and building our company. Diverse leadership opportunities to expand your skills, along with the support needed to deliver great results. A unique culture that recognizes the importance of flexibility and collaboration.

Point B has been consistently recognized as one of the best places to work by Fortune® magazine, The Wall Street Journal, Consulting® magazine, Vault.com® and many others.

The Director, Organizational Effectiveness and Innovation is responsible for growing and managing two teams and their suite of current and evolving solutions. The two teams combine genuine empathy for people impacted by change with human-centered design, expertise in human-to-human and human-to-tech interactions, and deep experience in organizational systems, interpersonal communications, and transformational change.

- The Organizational Effectiveness (OE) team has deep expertise in organizational change management, organizational assessment and design, talent strategies, HR transformation, and team and leadership development.

- The Innovation and Design (I&D) team has the full complement of capabilities of a human-centered design and digital agency. It offers employee engagement and training, design strategy, customer and employee experience journey mapping, product development, and branding and marketing content.

The Director provides subject matter expertise to the marketplace and to Point B either directly or by deploying other team members as additional resources to support expertise needs. The Director collaborates with the Chief Solutions Officer, peer team leaders, industry leaders and Delivery Center to develop and deploy new and innovative solutions to meet customer needs and ensures access to the necessary expertise to deliver. The Director is a key member of the services organization, responsible for team performance and collaborating across Point B, often providing expertise and leadership to support or lead key initiatives towards specific financial and business goals. The Director is accountable for quality service delivery and development of associates. The Director internalizes, upholds, and models our leadership and culture tenets in all interactions.

WHAT YOU'LL GET TO DO:

Bring deep expertise in organizational effectiveness, change management, innovation methodologies, and experience design.

Collaborate with Industry teams to generate sales leads, evaluate opportunities, sell and deliver innovative solutions for new and existing customers.

Develop and leverage tools and practices that bring organizational, innovation, and design expertise to the sales cycle in rapid and repeatable ways.

Collaborate with Industries, Geographies and Operations on customer portfolio planning, annual planning, and ongoing demand and supply management to grow thriving teams and accounts.

Serve as an escalation point for associates to address service delivery issues and find solutions that meet customer needs and advance firm objectives

Collaborate with Firmwide Resource Management and Recruiting to identify and proactively resolve talent gaps

Coach, develop, and support team members and engage in Point B people processes, including hiring, performance management, staffing, compensation decisions, promotions, etc.

Build and mentor an effective team. Drive team success by supporting and mentoring Point B team members and establishing clear expectations and performance accountability by role, both through practice management and side-by-side on engagements in billable roles

Actively engage in Point B's Diversity, Equity, and Inclusion efforts

WHAT WE OFFER:

The leadership opportunity to be part of building and growing a Point B's largest industry

The support of a well-established consulting firm and access to a rich network of peers and clients

The opportunity to build and be part of a fun and collaborative culture with teams that are as passionate about their communities as they are about their clients

A comprehensive, flexible Total Rewards program that supports and recognizes each's unique needs and contributions to the firm

WHAT WE EXPECT YOU'VE ALREADY DONE:

B.A. or B.S. degree required. MBA or Post-Graduate Degrees preferred

15+ years of business experience including leadership roles in management consulting and managing and developing people in delivery and operational capacities

Deep knowledge or expertise in more than one of these areas: Talent Lifecycle, HR Transformation, Organizational Design, Innovation Methodologies, Human-Centered Design, Experience Design, and Change Management

Proven expertise and strategic insight in solving complex business problems, leading transformational initiatives, and demonstrating executive leadership

Able to speak knowledgeably and with authority with customers and prospects

Solid track record of client relationship management in delivery capacity, business development or account leadership

Known for exceptional client service delivery

Excellent interpersonal, communications, public speaking, and presentation skills

Experience developing others and managing talent development and performance

THE KIND OF PEOPLE WE LOOK FOR:

Versatile consultants who are passionate about digital and thrive on variety and challenge

Innate problem solvers who want to grow in a flexible, collaborative culture

Comfortable transitioning between strategic and execution responsibilities to maximize client value

Confident decision makers with a proactive mindset

Talented leaders who make a positive impact on their firm, clients, and communities

Ability to travel to customer site as necessary

Ability to work from home

Ability to work non-standard work hours as necessary

YOUR OFFICE HOME BASE:

[Any Point B Office Location](#)

INTRIGUED TO LEARN MORE?

When you apply for this role, your information will be personally reviewed by our talent acquisition team (not by a robot). You can expect to hear back from us with feedback if we think there could be a fit and what next steps look like.

ABOUT POINT B

Point B is a consulting company dedicated to helping organizations with critical initiatives in the areas of customer engagement, growth investments, workforce experience and operations excellence. Our diverse set of experts spans **13 U.S. locations**, with international reach via our partnership with **Nextcontinent**. We've helped global organizations of all stages and sizes achieve sustainable success by focusing on the humans at the center of change.

What makes Point B Different?

Our **Founding Purpose and Values** of our firm. Be part of a fun and collaborative culture with teams that are as passionate about their communities as they are about their clients

Employee Ownership – Giving you a voice in directing your career and building our firm

Benefits – Our comprehensive package includes competitive base pay and an annual bonus, complete health benefits including an option for 100% employer paid premium for medical, vision and dental coverage for employees, ownership shares through our ESOP, self-directed time off and more

Work-Life Balance – A unique culture that recognizes the importance of flexibility and collaboration. Our local and national model empowers you to choose the life you want

Award winning – We are proud to be named a Best Workplace in the US by Fortune magazine, Best Workplaces for Millennials, and Best Workplaces for Women. Hear more about why people love working at Point B on **GlassDoor**

We are an **equal opportunity employer committed to a diverse workforce**. We do not discriminate on the basis of race, religion, color, national origin, gender, gender identity, sexual orientation, age, marital status, veteran status or disability.