



**JOB DESCRIPTION:**  
Change Management Consultant

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**TITLE:** Change Management Consultant  
**SUPERVISOR:** President  
**PROGRAM:** Change Management  
**FUNCTION:** The Change Management Consultant leads an account team at Launch Team Incorporated that serves our diverse portfolio of clients. This position will lead the strategic and tactical activities involved in organizational change management engagements.

**1. DRIVE FOR RESULTS**

Launch Team Incorporated employees must balance their creative and analytical mindsets. This includes a balance between creative cycles and analytical testing, analysis and revision. This balance produces a creative and effective end result.

**2. ABILITY TO DEAL WITH AMBIGUITY**

Launch Team Incorporated employees must help clients make progress and take the right steps despite uncertainty. Employees must be solution focused and have the ability to remain calm under pressure.

**3. CUSTOMER FOCUS**

Launch Team Incorporated employees must be focused on the customer and their needs. This includes building effective partnerships with clients and providing exceptional customer service during all interactions.

**4. CONTINUOUS QUALITY IMPROVEMENT**

Launch Team Incorporated is committed to continuous quality improvement. It is every employee's responsibility to use critical thinking and creativity to improve all aspects of company functioning and to maximize efficient, effective, quality services.

**JOB RESPONSIBILITIES:**

1. KPI – 85% billable work.
2. KPI – 8.5+ client satisfaction score
3. Develop and execute change management plans to support the business goals of our clients.
4. Evaluate the impact of planned organizational change.
5. Identify risks and develop risk mitigation tactics.
6. Drive the adoption of changes.
7. Lead change management work with a structured methodology, tools, and processes.
8. Lead the development and execution of communications relevant to change initiatives.

9. Define success metrics and measuring performance.
10. Provide reporting and other updates to our clients and project teams.
11. Refine governance structure.
12. Manage a team; coach and mentor team members.
13. Support business development activities
14. Lead team in meeting or exceeding goals.
15. Collaborate with colleagues and clients in creating work products.
16. Perform all other duties as assigned by supervisor.

**QUALIFICATIONS:**

- 4+ years of relevant experience
- BA or BS degree; MBA is a plus
- Understanding of change management principles, techniques, and tools
- Effective facilitation and influencing skills
- Strong stakeholder management skills
- Strong listening and communications skills
- Strong business acumen
- Ability to analyze data and develop strategic plan
- Team player & able to collaborate with others
- Empathetic approach to change management

This position is located in Rochester, NY and currently is remote due to COVID.

To apply, send resume to [sarah.holland@launchteaminc.com](mailto:sarah.holland@launchteaminc.com)