

**Equity & Impact Solutions**  
**Director of Client Services & Operations**  
**October 2024**

**BACKGROUND:**

Equity & Impact Solutions (EIS) is a Black-woman-owned consulting firm dedicated to advancing health and racial equity. We provide strategic counsel to Fortune 500 companies, government agencies, public health departments, and social justice organizations. Our work empowers leaders and organizations with culturally responsive skills, tools, and knowledge to address systemic inequities. By fostering authentic relationships with the communities our clients aim to serve, we help bridge gaps, ensuring impactful and sustainable solutions that drive lasting change.

**POSITION SUMMARY**

The Director of Client Services & Operations will work directly with the Founder & CEO, playing a pivotal role in transforming EIS from a sole practitioner consulting firm into a mid-sized, highly impactful, and profitable strategic advisory firm. This remote role serves as a key leadership position within the organization and requires travel. In line with EIS's deep commitment to centering voices from communities most affected by the issues we address, we strongly encourage people of color, women, individuals with disabilities, and LGBTQ+ candidates to apply.

**PRIMARY ROLES:**

1. Second-in-Command
  - Serve as Founder's right hand, acting as the second-in-command to support the growth and operational effectiveness of EIS.
2. Client & Agency Relations
  - Build and maintain strong relationships with clients and agencies, acting as the primary point of contact.
3. Project Portfolio Oversight
  - Manage the full portfolio lifecycles, ensuring the execution of timely and impactful deliverables.
4. Business Development & Strategic Growth
  - Support strategic growth initiatives, including new service offerings and client acquisition.
5. Operational Support
  - Oversee administrative and operational functions, ensuring internal processes are efficient and scalable.

**DETAILED RESPONSIBILITIES:**

**Client & Agency Relations & Communication**

- Drive efforts to continuously improve the client experience, ensuring consistent, high-quality service delivery across all projects
- Serve as the first line of client interaction and communication, responding to client requests, emails, and coordinating all interactions.
- Manage & align project outcomes with clients. Drive client decisions/project processes.

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- Schedule and coordinate client meetings.
- Develop tools and templates to streamline and support client interactions.
- Create budgets, proposals & work orders.
- Manage legal and compliance processes for pharmaceutical clients that are highly regulated.
- Maintain relationships with external partners and agencies as needed.

**Project Portfolio Oversight**

- Manage EIS projects by anticipating and tracking critical dates, milestones, logistics, and key events through Asana. Ensures EIS is carrying-out deliverables committed to.
- Lead the EIS team & independent contractors in the successful completion of projects.
- Onboard and manage EIS independent contractors.
- Onboard and manage independent contractors, including tracking project hours and contract execution.
- Schedule and lead internal EIS client and project post-mortems to assess outcomes and performance.
- Develop, review, and edit presentations and client deliverables; independently research and compile materials needed for decision-making and presentations.

**Business Development & Strategy**

- Provide thought partnership and strategy on ‘the business of the business’ including service offerings, and approaches, project concepts, EIS branding, and more.
- Support proposal development and business pipeline cultivation to expand EIS’s reach and impact.
- Collect data regarding new business opportunities and client prospects.
- Lead efforts to refine operational efforts to support EIS’s growth, including refining business practices and systems.
- Manage the Founder’s action items, ensuring prioritization and completion of critical tasks.
- Respond to RFP’s and lead proposal creations.

**Administrative & Operational Support**

- Identify opportunities to streamline internal operations, scale service delivery, and implement best practices to enhance organizational efficiency.
- Ensure smooth execution of EIS operations by managing internal processes and continuously improving organizational systems.
- Drive utilization of Asana for all project management.
- Assist in scheduling, minute-taking, and action item tracking for internal and external meetings.
- Develop and maintain organized digital filing systems for clients.
- Create and administer digital surveys, synthesizing the data to inform decisions.

**Desired characteristics/skills:**

- At least 10 years of experience providing executive/senior-level programmatic and administrative support. Organizational leadership in social justice organizations, fortune 500 companies, health departments, or other fast-paced environments preferred.

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- Entrepreneurial and growth mindset.
- Proficient in MS Office, Word, Excel, PowerPoint, Google Suite, Asana, and other project management tools.
- Must be detail oriented, provide outstanding customer service, practice confidentiality and discretion, have a problem-solving orientation, and be deadline-oriented, meticulously organized, and self-motivated.
- Must have excellent verbal and written communication skills.
- Must have exceptional time-management skills with ability to prioritize work.
- Ability to make minor website updates is a plus.

**Position Details:**

**Location:** This is a fully remote role, reporting to the Founder & CEO.

**Compensation:** Equity & Impact Solutions offers a competitive compensation package ranging from \$120,000 to \$150,000, with additional earning potential tied to organizational growth and revenue.

**Commitment to Growth:** We are looking for candidates who are passionate about driving growth and expanding the reach of EIS to new clients and communities.

**Commitment to Diversity:** EIS is dedicated to building a diverse and inclusive team. We strongly encourage applications from people of color, women, people with disabilities, and LGBTQ+ individuals.

**Application Process:**

Please submit your resume with a cover letter focusing on how your experience and skills align with the specific responsibilities and qualifications of this role. Resume and cover letter should be sent to [stephanie@equityimpacts.com](mailto:stephanie@equityimpacts.com). In the subject line, please write: Director of Client Services & Operations.

We are excited to hear from you!