

JOB DESCRIPTION: PROJECT SUPPORT CONSULTANT I/II
EMPLOYMENT TYPE: FULL TIME

Reports To

Managing Partner; Matrix to Project Lead

Position Summary

The project support consultant is an early career position designed to train highly motivated people for ongoing consulting opportunities. This position requires the individual to be willing to work hard in an entry level consultative project support role. The opening is ideal for recent graduates or professionals with entry level experience looking for a career change.

Assignments will typically be on process and/or technology projects for ResultWorks' clients within Life Sciences Research and Development environment. Projects consist of revamping R&D functional areas' (science, operational, clinical) work flow processes, development of strategic plans to support specific work or functions, development of technology strategies supporting areas within R&D and technical implementations (requirements development for new technical solutions, management of solution selection processes, implementation of selected solutions). Most projects contain aspects of business/process analysis, technology work, and elements of organization dynamics / change management.

The project support consultant will provide support to project managers and consultants in the execution of ResultWorks' consulting engagements and projects. As an entry level position, it is expected that the project support consultant will grow into roles of increasing responsibility within ResultWorks. The project support consultant will work both independently and as part of the consulting engagement team.

Work direction will be provided by the ResultWorks lead for the engagement and will typically include project support activities with a heavy focus on assisting with the development of engagement deliverables (e.g., meeting minutes, deliverable documents, presentation materials, process flow charts and associated documentation). The project support consultant may also assist in the design, documentation, and enhancement of ResultWorks intellectual property, and the development of ResultWorks infrastructure and administrative policies, practices and programs upon request and when not engaged in billable activity.

ResultWorks projects help clients integrate strategy, process, technology and information to increase effectiveness, reduce costs and improve profit and productivity. Our personnel have an opportunity to build a portfolio of interesting and rewarding experiences as they tackle the challenges facing the Life Sciences industry while mastering new skills.

Principal Responsibilities

- Write, review and revise project related documentation within the assigned portfolio of projects. This may include project presentations, meeting minutes, interview notes, technical documents, project plans, process flows, and strategy documentation.
- Support teams on projects that may be local or dispersed across geographic locations.

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- Establish and maintain strong rapport with the ResultWorks internal team and customers to sustain a strong business relationship leading to high customer satisfaction, retention of existing business and development of new business.
- Execute and deliver assigned activities or projects on time with a high quality of work through all phases of the project consistent with ResultWorks standard methodology.
- Participate in ResultWorks Result SessionsSM (solution workshops) under the guidance of more senior ResultWorks personnel.
- Develop and maintain assigned project standards for use in client and internal projects. Typical standards include project plans, standard project documents, standard contract documents, etc.
- Continuously develop and maintain expert knowledge of life sciences domain related to ResultWorks' clientele and their products.

Position Requirements

- Bachelor's degree from a four year college or university.
- Project Support Consult I – 1-3 years of relevant experience; Project Support Consultant II - 3-5 years of relevant experience (e.g., technical writing, project administration, laboratory research/QC, clinical studies, engineering, and business analysis) preferred. Positions are entry level / early career.
- Extensive knowledge in the use of MS Office suite of products, especially PowerPoint and Word. Knowledge of MS Project and MS Visio desired but not required.
- Knowledge of technical environments or life sciences desirable but not required.
- Excellent interpersonal, communication, presentation, documentation and creative problem solving skills.
- Demonstrated professional written and verbal communication skills. Must speak English fluently.
- Exceptional attention to detail
- Must be able to multi-task, work independently and efficiently to meet scheduled deadlines and compete project tasks as required. .
- Ability to act independently, take initiative and drive tasks and issues to resolution.
- Ability to work in a fast-paced, rapidly changing environment. Able to manage change as required.
- Interact with others in a tactful and diplomatic manner. Client facing skills a plus.

Working Conditions/Requirements

- Position works remotely from home office.
- Work is performed remotely with scheduled visits to client sites; estimated 20% travel, depending on engagement requirements. Positions are not embedded on site at a client location.