



## JOB DESCRIPTION

**Title:** Senior Associate

**Reports To:** Principal / Senior Consultant(s)

**FLSA Status:** Exempt

### **Position Summary**

The successful Senior Associate with Information Insights excels in a collaborative, fast-paced work environment and is able to maintain positive, professional relationships with coworkers, clients, and subcontractors. Project management skills in addition to strong attention to detail, excellent communication skills, and a commitment to creating high quality work products are desired. The Senior Associate will join a supportive, dynamic team celebrating 26 years of providing our clients high-quality service. With support and direction from Information Insights' consulting team, this position is responsible for managing projects and teams to fulfill (as well as assisting with fulfillment of) contract deliverables for Information Insights' clientele throughout rural and urban Alaska, and occasionally beyond.

The Senior Associate will be responsible for managing projects, including coordination of contract deliverables, client communication, and leadership/support of internal teams to fulfill deliverables and meet deadlines. The range of services supported and implemented by the Senior Associate will include research and analysis, business services and organizational support, data collection, public engagement, and facilitation. This position also provides a unique opportunity to be part of a collaborative company-wide effort to develop, organize, and maintain internal systems and communications that will advance the firm into our next 25 years of providing quality consulting.

We hire based on a shared enthusiasm and approach to our work with clients and train for technical skills as needed. Growth candidates and those looking to hone their project management and communication skills are encouraged to apply.

### **General Responsibilities**

#### **Project Management**

- Manage project deadlines and deliverables, with support from Consultants
- Lead internal teams responsible for fulfillment of contract deliverables
- Communicate with clients effectively to provide quality work and manage expectations
- Coordinate internally to find solutions as new needs or requests arise

#### **Client Support Services**

- Fulfill contract deliverables, with support and direction from project manager(s), through:
  - Research, data collection, and interviews
  - Outreach and recruitment
  - Writing and editing of reports and proposals
  - Co-facilitation, note-taking for conferences, meetings, and break-out sessions

- Provide logistical support for projects as needed.

### **Business Support Services**

- Provide as-needed assistance with outreach and marketing materials to support Information Insights' business development, including website and social media support.
- Coordination of small projects and proposals
- Project tracking, administration, and close-out

### **Professional Qualifications**

The following are required:

- Project management skills
- Excellent verbal and written communication skills
- Demonstrated commitment to professional and respectful workplace collaboration
- Proactive approach to problem-solving, with a focus on learning and finding solutions
- Ability to work independently but request support and guidance when needed
- Commitment to professional development and growth
- Familiarity with the use of Microsoft Office applications, especially Word, and/or with Google applications, especially Docs, and Google Shared Drives

The following are preferred:

- Bachelor degree or higher
- Proficient with Microsoft Office and Google applications and Google shared drives
- Research and data analysis experience
- Community engagement and/or facilitation experience
- Communications experience (website, graphic design, marketing)
- Familiarity with Alaska's unique and varied work and cultural environment

### **Additional Job Information**

Employees must also possess the following abilities:

- Ability to adhere to safety rules and other reasonable regulations pertaining to the position.
- Ability to refrain from violence.
- Ability to work in cooperation with other workers within the company.

### **Physical and Mental Demands**

The physical demands of this position require frequent standing, walking, sitting, speaking, and hearing. Requires near vision to write and read printed materials and computer screens. Requires hearing and speaking to exchange information on the telephone or in person. The employee is regularly required to reach with their hands and arms and lift items weighing up to 20 lbs. Requires sufficient arm, hand, finger dexterity to operate a keyboard and other office equipment. Repetitive motions with wrists, hands, and fingers may also be required. Additionally, the employee must be able to communicate by oral and written means in an appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure.

The mental demands of this position require the employee to communicate by oral and written means in an appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure. Requires interaction and communication with survey or focus group participants, meeting participants during facilitation projects, grant recipients, and clients. This position includes the need to regularly learn new process tools and software/applications to complete project work, and requires employees to absorb large amounts of information at the outset of a project.

*Information Insights is committed to providing reasonable accommodations, according to the applicable state and federal laws, to all individuals with qualified physical and mental disabilities.*

## **Work Environment**

This position is performed in a dynamic, small office setting with an open layout. Remote work is supported but not required. We require staff to work at least partially in the office to promote collaboration and company culture; but this schedule and frequency can be negotiated on an individual basis. Out of state employment is rare and considered on a case by case basis. During the Covid-19 pandemic, all federal and state guidelines are being adhered to.

## **Conclusion**

This job description is intended to convey information essential to understanding the scope of the job and general nature and level of work performed by job holders within this job. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. The scope of the job may change as necessitated by business demands.

**Information Insights is an Equal Opportunity Employer.**

**information insights**  
vision + creativity = solutions