



JOB DESCRIPTION

Title: Consultant

Reports To: Principal Consultant / Management Team

FLSA Status: Exempt

Position Summary

The successful Consultant with Information Insights brings excellent project management skills, curiosity and a growth orientation, exceptional verbal and written communication, and a commitment to help grow our firm's 25+ years of excellence in client services across Alaska. The consultant will join a highly-collaborative work environment with opportunities to lead on existing projects, and manage new projects in areas of professional interest and skill. Information Insights offers a flexible and supportive work environment with opportunities for professional advancement.

The Consultant will be responsible for client relationship building and communication, overseeing project timelines and budgets, leadership of internal project teams, and ensuring deliverables are fulfilled to our clients' satisfaction. A successful Consultant will trust in themselves and their abilities and skill set. This position also provides a unique opportunity to be part of a collaborative company-wide effort to hone and grow our business strategy, culture, and approach that will advance the company into its next 25 years of providing quality consulting.

About Information Insights

Information Insights provides research-based consulting, planning, and business services to clients throughout rural and urban Alaska and occasionally beyond. We have over 25 years of experience expanding our clients' capacity to fulfill their objectives through custom research and impartial analysis, strategic and business planning, public outreach and engagement, facilitation services, and administrative and program support. Our clients are municipalities, tribes, state and federal agencies, nonprofit organizations, and businesses of all sizes.

We believe the best solutions emerge when people are brought together with common goals and clarity, especially in a world that is always changing.

Our approach matches best practices and depth of knowledge with creativity and vision to develop the best solutions for our clients. We assemble a custom team for each project and tailor the process to fit the project scope. We frequently collaborate with a range of professional partners who are experts in their fields to bring in additional expertise when it benefits the project.

Our staff bring in-depth knowledge of Alaska history, cultures, and communities to all projects. We seek to bring people together to identify concerns, articulate shared values, and work toward achievable solutions. Our team includes individuals with academic and professional backgrounds in applied economics, communications, planning, organizational development, nonprofit administration and accounting, and grant management.

We welcome candidates who thrive in a dynamic work environment where no two days are exactly alike, and there is always something new to learn.

General Responsibilities

Project Management

- Willingness to be considered a 'leader' at the firm
- Develop scopes of work and budgets for projects with support from ii staff and leadership
- Oversee contracted project deliverables through use of critical thinking and decision making and ensure clarity (with the client and internally) on timeline, tasks, and fulfillment of all intermediate and final deliverable(s)
- Lead Project Teams - With a trusting mindset, lead internal teams by delegating, tracking and monitoring tasks. This involves the ability to:
 - Build understanding and trust with team members
 - Engage in positive communication and collaboration
 - Coordinate with other consultants and staff on projects and workload management, managing "up and across" or renegotiating roles/tasks/timelines as necessary
- Manage client relations - Build partnership, practice clear communication around expectations of all parties, and problem solve as needed
- Remain flexible and adaptable to client and firm's needs around timeline, capacity, and scope of work

Facilitation

- Listen with the ability to summarize what was said and potentially repeat and/or reframe
- Ability to hold space for process - not as the 'holder of answers' but instead the 'holder of processes'
- Understanding of group dynamics, including biases, power, and structures

Fulfillment of Project Deliverables

- Fulfill project deliverables on a range of contracts. Due to the dynamic nature of being a small consulting firm, these projects and deliverables shift as contracts conclude and new clients come in. Right now, ii's project work is in infrastructure, renewable energy, economic development, public health, grant writing and administration, and strategic planning. Examples of components of project deliverables could include but are not limited to:
 - Creating stakeholder engagement plans, recruiting for and coordinating focus groups, economic development planning, qualitative and quantitative data collection/analysis, designing visually appealing reports, group facilitation, and researching specific topics for use in reports.

Business Support and Development

- Lead with other consultants and participate in maintaining and building client relationships, and new work discovery/networking
- Match ii's values with potential projects to decide whether it's a fit (with help from staff and Management Team)
- Lead with other consultants and participate in project proposals
- Participate in Information Insights' internal growth/development processes (strategic planning, workplace culture, diversity/equity/inclusion/justice)

- Participate in 1-2 Information Insights' internal teams. These currently include Social Media & Newsletter, Mentorship, DEIJ (Diversity, Equity, Inclusion, Justice), and Team Building
- Support outcomes as identified/needed from internal growth/development processes
- Provide as-needed assistance or leadership with outreach and marketing materials to support Information Insights' business development

Professional Qualifications

The following are required:

- Demonstrated project and people management experience
- Demonstrated commitment to professional and respectful workplace collaboration
- Proactive approach to problem-solving, with a focus on learning and finding solutions
- Commitment to professional development and growth
- Strong writing and editing skills, including the ability to write in a clear, concise style free of technical or academic jargon
- Strong oral communication skills, including self-assurance conducting interviews, making phone calls, facilitating meetings, and giving presentations to a range of audiences
- Strong analytical skills, including the ability to evaluate, synthesize, and summarize information from a variety of sources
- Ability to work without direct supervision, manage time effectively, and juggle multiple tasks and deadlines while supporting various projects; but request support when needed
- Ability to communicate individual capacity and boundaries to ensure work is completed
- Proficient in the use of Microsoft Office and Google Suite applications
- Ability and willingness to travel for work; necessity for travel identified on a project-to-project basis

The following are preferred (important but not required):

- Bachelor degree or higher
- Experience conducting group facilitation, moderation, and strategic planning
- Experience working or living in rural Alaska or knowledge of Alaska Native cultures and rural realities
- Experience in mentoring and managing staff who are newer to the workforce or to consulting
- Experience with federal grant proposals, management, and reporting

Other skill sets we are interested in include graphic design, data analysis, survey design/administration, strategic planning, and organizational development. Please mention them in your cover letter and tell us about other skills you bring that would support this consulting work.

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 organization

Company Culture

At Information Insights, we are committed to doing the "forever work" of fostering a diverse and inclusive workplace with a culture where everyone feels valued and has the opportunity to thrive, recognize and evaluate our privileges and biases, and explore ways to hold ourselves accountable to our values and

mission. We engage in Diversity, Equity, Inclusion, and Justice, Team Building, Cultural Awareness, and Leadership Development.

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.

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 funders and recipients, current/prospective clients, project partners and subcontractors, and professional colleagues. 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 Fairbanks-based 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. Remote staff are required to travel to Fairbanks up to 4 times per year to attend all-staff training or workshops. Out of state employment is rare and considered on a case by case basis.

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