

La Piana Consulting

Associate Consultant – Job Description

About La Piana Consulting

Founded in 1998, La Piana Consulting is a national management consulting firm dedicated to strengthening organizations for greater social impact. We are on the cutting edge of thinking and methodology related to nonprofit strategy, business planning, and partnerships. We work to improve nonprofit leadership and management so that these essential organizations can have the greatest positive impact on society. Our clients include local and national organizations working on issues ranging from social justice and the environment to health services and youth development.

We are a virtual organization with 15–20 staff who work from their own home offices around the country. Our team is composed primarily of full-time consultants who travel extensively for work with clients, plus a few staff who manage firm operations. We value a culture of personal connection among our staff and host regular video calls and several in-person staff meetings per year. Please [visit our website](#) to learn more about our firm's [clients](#), [resources](#), [history](#), and [team](#).

Role of the Associate Consultant

The Associate Consultant (AC) will participate as a member of consulting teams on a wide range of client projects, often serving as the project manager while also conducting research, developing materials, and providing additional team support.

The AC will work remotely from their own home office and report to a Partner for supervision and support. Some travel will be required for client meetings and several staff meetings per year. (Additional travel will be required during the onboarding process and over the first year for training purposes.) Work may be required outside of normal business hours to meet client demands (i.e., in the evenings and weekends), but a flexible schedule during the work day is permitted.

Responsibilities will include, but may not be limited to, the following areas and items.

Project Management and Support

- Plan and participate in meetings as a member of the consulting team for projects with nonprofit clients (e.g., strategy development, business planning, governance, partnerships, etc.)
- Monitor deadlines, tasks, and deliverables for client projects in partnership with the Lead Consultant; develop and update work plans as appropriate; and identify the impact of work plan changes to project schedules, capacity, and budget
- Serve as a thought partner to the Lead Consultant and other members of the project team, providing feedback on meetings and interviews, critical thinking on how to meet project goals, and planning on project trajectory

- Create and monitor folders in cloud-based shared document system (Box) for sharing and archiving project files
- Ensure consistency across project team in use of document sharing tools, materials, and general project information
- Schedule and plan logistics for project interviews, focus groups, and other meetings with clients and staff — to be conducted in person and via telephone / video conferencing — using Outlook, Zoom, Skype, and/or other technology
- Attend and take notes at client meetings both in person and via phone / video conference, as needed (some travel will be required)
- Act as liaison between La Piana Consulting and other contractors also working with clients
- Perform miscellaneous tasks as assigned by the AC's supervisor, to be determined as needed and as work load permits

Research

- Develop, administer, and analyze online surveys and assessments using Qualtrics
- Conduct other primary research (e.g., interviews, focus groups) and secondary research (e.g., using online sources) for clients in support of strategy development, business planning, and other projects
- Develop analysis and first drafts of findings reports for surveys, interviews, and other research

Materials Development

- Draft client communications including: memos, interview guides, handouts, worksheets, agendas, project work plans, surveys, presentations, minutes, etc.
- Review, edit, and format reports and documents generated by project team
- Develop graphics to be used in client communications, presentations, and reports
- Create charts and graphs using financial data within Excel

Required Qualifications

The Associate Consultant position requires superb communication skills and mastery of common technology tools. This individual must be engaged, diplomatic, patient, and helpful; communicate challenges in order to solve problems; and take direction as well as work independently.

Required qualifications include:

- Bachelor's Degree
- Minimum of 4–6 years professional experience, preferably working as a Project or Research Assistant/Coordinator or an Administrative/Executive Assistant in a fast-paced environment
- Experience in the nonprofit sector is highly desirable

- Excellent written communications skills; clear and concise writing as well as editing skills are of particular importance
- Excellent oral communications skills, including a strong customer service orientation and the ability to communicate effectively to both technical and non-technical audiences
- Ability to identify and quickly comprehend research questions, and then independently pursue relevant information from secondary sources
- Capacity to handle multiple tasks, remain flexible, prioritize appropriately, and manage work flow for oneself and others
- Must be a Power User of MS Windows and MS Office (Outlook, Word, Excel, PowerPoint)
- Other software skills *desired*:
 - advanced online survey tools (Qualtrics preferred)
 - customer relationship management (CRM) systems (Salesforce preferred) and/or other databases
 - cloud-based file storage systems (e.g., Box)
- Interest in consistently learning new tools and technologies, and applying those concepts to the needs of colleagues and the firm
- Self-motivated and able to work independently as part of a geographically-dispersed team, while being responsive to direction and knowing when to seek guidance

Compensation

La Piana Consulting offers a generous compensation package including a competitive salary (dependent upon experience and location); generous health, dental, and retirement benefits; and liberal paid-time off (PTO).

We outfit staff's home offices as needed (including a laptop, monitor, keyboard, printer/scanner, desk chair, office supplies, etc.); provide monthly stipends for telecommunications (cellular phone plan, wireless internet, etc.); and cover all travel expenses for staff meetings and other required travel.

To Apply

To be considered for the Associate Consultant position, please send your resume and cover letter to careers@lapiana.org with the subject header "Associate Consultant position." We will review submissions as they are received, and will contact applicants to request more information and/or to schedule interviews as appropriate. We seek to fill the position as soon as possible, and it will remain open until filled. No phone call inquiries about the position will be accepted.