



# Example of Strategic Consultant Job Description

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Our innovative and growing company is looking for a strategic consultant. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for strategic consultant

- May assist in helping each site/client implement code throughout their website
- Create Solution Design Requirements, Technical Requirements Documents, QA Test Requirements, and may perform quality checks to ensure that analytics implementations have been completed thoroughly
- Although not a programming position, this role will have frequent interaction with development and engineering teams
- Support sales and project teams in identifying gaps and red-flag issues that could be barriers to successful implementations and/or put us at risk of not meeting our customer's expectations
- Work collaboratively with Interactive customers' contact center teams on PSO projects providing change management support, facilitating sound decision making process, reviewing various options and considerations in system design, providing insight into pros and cons of options
- Provide post implementation support through high quality, high value consulting services to Interactive Intelligence customers, resellers and employees supporting our brand image and building strong customer relationships
- Provide internal guidance and mentoring across all PSO functional areas , call flow design, workforce management, quality monitoring and CSAT program designs, key metrics, and the unique dynamics of contact center operations
- Analyze Interactive customers' contact center reports, processes, and metrics to identify gaps and provide roadmap of recommendations to migrate from

- Ensure customers realize maximum value from their Interactive investment by driving proper methodologies, processes, and best practices in all consulting engagements
- Recommend new consulting services, tools, documents, that will increase the teams value and contribution and strengthen Interactive Intelligence's competitive position in the industry

## **Qualifications for strategic consultant**

- Root cause analysis and problem solving capabilities
- Mathematical, Engineering, Science or Economics degree 2.1 minimum
- Maths A level at 'A\*' or 'A' Grade or equivalent
- Permanently Eligible to work in the UK
- Demonstrated ability to manage clinical programs and cross functional teams
- Ability to travel throughout the United States, dependent on client location