

EMPLOYMENT OPPORTUNITY



Director of Consulting Services

Madison, Wisconsin

SUMMARY OF THE OPPORTUNITY

The **Wisconsin Manufacturing Extension Partnership** is seeking a dynamic individual to serve as its **Director of Consulting Services**. This key position is responsible for the growth and delivery of WMEP internal and partner consulting services to Wisconsin manufacturing firms. The Director is responsible for driving WMEP's mission through multiple strategic leadership and management accountabilities.

ABOUT THE WISCONSIN MANUFACTURING EXTENSION PARTNERSHIP

The **Wisconsin Manufacturing Extension Partnership (WMEP)** is a private, nonprofit organization committed to the growth and success of Wisconsin manufacturers. A leader in Next Generation Manufacturing, WMEP brings best practices to Wisconsin firms to help them achieve world-class performance through innovation and transformation.

A strong advocate for the state's 9,000 small and midsize manufacturers, WMEP strives to transform industry through consulting services, industry studies, seminars, publications and annual.

Since 1996, WMEP has provided assistance to more than 4,000 small and midsize manufacturers to help them improve their productivity and profitability. WMEP's staff of 30 has deep expertise and practical knowledge across a broad range of industries. WMEP-assisted manufacturers reported over \$1.7 billion in economic impact and helped to create or retained more than 14,000 state manufacturing jobs.

WMEP is headquartered in Madison, Wisconsin with locations in Milwaukee and Appleton, serving 41 counties in central, southern, and eastern Wisconsin.

For more information about WMEP, please visit www.wmep.org or download the "About WMEP [Fact Sheet](#)."

MISSION STATEMENT

WMEP's mission is to elevate the Wisconsin manufacturing economy to be the best in the world.

WMEP accomplishes its mission by:

- Providing hands-on services to Wisconsin's small and midsize manufacturers.
- Advocacy to raise public awareness about the critical importance of manufacturing to Wisconsin's economy now and in the future. These efforts include industry studies, seminars, publications and an annual conference.

WMEP enhances the success of Wisconsin's small to midsize manufacturers by providing expert and accessible services in the areas of growth and innovation, continuous improvement, training, export assistance, supply chain management and profitable sustainability. WMEP is a strong advocate for manufacturers in Wisconsin and supports Wisconsin manufacturing at a national level.

ABOUT THE OPPORTUNITY: OVERVIEW OF RESPONSIBILITIES

WMEP is seeking an exceptionally talented and qualified executive to serve as the organization's **Director of Consulting Services**.

The Director of Consulting Services is responsible for assuring consistent adherence to WMEP defined best practices in account management, opportunity management and project management. The director will report directly to the Executive Director/CEO.

The Director of Consulting Services' responsibilities include:

Consulting Services: Sales, Revenues and Profitability

- Responsible for the attainment of monthly, quarterly and annual revenue and profitability targets in each of the three service regions (northeast, southeast, and southwest Wisconsin) and aggregate results, as established by the Executive Director and the Board of Directors.
- Continuous monitoring and analysis of consulting services operations to assure maintenance of margin, resource adequacy, tracking to forecasts and operational effectiveness and efficiency.

New Business Development

- The Director of Consulting Services is responsible for assuring that objectives for new account development and conversion to active account status (SMMs contracting for internal/partner services with WMEP) are achieved across the three service regions.

Regional Team Management

- Supervision, management and mentoring of all regional staff across the three service regions, which includes Regional Account Managers and Manufacturing Specialists/Senior Manufacturing Specialists.
- Managing the professional readiness and capability of consulting services and business development staff, to assure staff meets the standard of service requirements in service delivery in all service lines.

Account Management

- The Director of Consulting Services is responsible for assuring and enforcing standards of practice and process in all account management across the three service regions.

Opportunity Management

- Assure client proposals for service adhere to WMEP defined best practice and standards, capture WMEP's unique competitive advantage and describe the value proposition to the client.
- Actively manage the Opportunity Pipeline to assure progression of opportunity qualification and conversion to contract that conforms to the projections of the Opportunity Days to Close Forecast dashboard in Sales Force.

Project Management

- Active management of projects scheduled and projects-in-progress to assure that projects adhere to prescribed scope, duration and budget.
- Responsible for assuring projects start and end according to the project plan and that change orders are executed, where and when necessary, to allow for scope variance.

Service Line Development

- Promote continuous development and optimization of existing and new service lines, in a highly dynamic service line development environment.
- Drive development of at least one new viable and profitable offering per year across the primary service lines.

Management Team

- As a key member of the management team, the Director of Consulting Services is expected to participate and assert leadership in the organizational management of WMEP.
- Coordinate, support and promote WMEP initiatives throughout the organization.
- Assist and support the development of strategic and operations planning and execution.

IDEAL CANDIDATE PROFILE: PROFESSIONAL EXPERIENCE AND SKILLS

The successful candidate is expected to have a background that includes:

- A career history demonstrating a passion for excellence in manufacturing and an in-depth understanding of issues of concern to manufacturers.
- Experience successfully leading consultative services business lines in a manufacturing context, with demonstrable skill sets in business development, service quality, and staff development.
- Significant experience with continuous improvement manufacturing methodologies such as Lean, Six Sigma, or ISO 9001.
- A successful track record of impactful spoken and written communications that achieved targeted results.
- Demonstrated track record of success at mentoring and motivating staff to peak performance, and managing diverse teams to accomplish a wide range of business objectives.
- Office computer technology proficiency (word processing, presentations, spreadsheets, email, etc.)
- Bachelor's degree in a business or manufacturing-related discipline or equivalent. Advanced degree a plus.

IDEAL CANDIDATE PROFILE: PERSONAL ATTRIBUTES

The successful candidate is expected to consistently demonstrate exemplary personality and character traits that include:

- A passion for WMEP's mission to elevate Wisconsin manufacturing to be the best in the world.
- Excellent interpersonal, verbal and written communication skills, including strong presentation skills.
- Effective leadership, coaching and training skills to instill a sense of urgency, resolve problems, and make decisions quickly, toward the ultimate goals of fulfilling the organizational mission and delivering superior results.
- Strategic vision to define a desired future state for an organization, and guide it through to that future state.
- Flexibility to anticipate changes and adjust accordingly in a fast-paced environment where priorities change constantly.
- Strong analytical, organizational and time management skills.
- Ability to manage high work load, overseeing successful engagements with multiple concurrent projects-in-progress.
- Tolerance for ambiguity, but ability to create clarity from very general guidance and to work independently.
- Exemplary integrity, serving as a role model in exuding trust and honesty, and maintaining the highest professional standards.
- A personal demeanor consistent with WMEP's culture, contributing to a positive, supportive work environment for the organization's employees.
- Strong relationship-building skills for all stakeholders including clients, staff, partners, and the Wisconsin manufacturing community.
- Ability to draw the best efforts and commitment from accomplished manufacturing professionals and command respect from clients and team members with high expectations.

JOB LOCATION

The position is based at WMEP headquarters in Madison, Wisconsin. Madison is the capital of Wisconsin and a major Midwestern research & technology university city.

Nationwide quality-of-life rankings, surveys and articles consistently rate Madison as one of the best places to live in America.



Madison is nestled in a chain of scenic lakes, with its downtown located on a narrow isthmus between the two largest lakes.

The Madison area's strong quality-of-life factors include one of the country's healthiest regional economies; urban, suburban and rural living options; a wide range of restaurant, nightlife, entertainment and shopping venues; nationally acclaimed public university and public primary/secondary school systems; Big Ten athletic events; rich cultural, recreational and outdoors offerings; and favorable cost of living.

For more information, please visit:

- www.visitmadison.com/news/rankings
- www.thrivehere.org/live-work-play

The position requires U.S. work authorization and current residency in, or willingness to relocate to, the Madison, Wisconsin area.

APPLICATION AND SELECTION PROCESS:

WMEP has exclusively engaged **THE QTI GROUP** to assist it in the search for its Director of Consulting Services.

Qualified individuals interested in this opportunity are invited to send an email with attached Microsoft Word resume, cover letter and with salary expectations to:

- Email: WMEP-DOCS@qstaff.com
- Subject Line: WMEP - Director of Consulting Services

A pre-employment background check will be required.

WMEP and The QTI Group are Affirmative Action/Equal Opportunity Employers.

ABOUT THE QTI GROUP AND PETER GRAY



THE QTI GROUP is a privately owned human resources and staffing organization with a rich history of growth and innovation. QTI is headquartered in Madison, Wisconsin and has eleven branch offices.

PETER GRAY, Director of Executive Search at The QTI Group, brings a track record of helping large corporations, midsize firms, and non-profit organizations make critical hires across a wide spectrum of industries and functions. Placements include senior executives, managers, and professionals in manufacturing, finance and investments, legal, life sciences, real estate, technology, professional services, consumer products, trade associations, and other sectors.

Peter began his career in executive search at Korn/Ferry International in New York. Before that, he was a management consultant at CSC Index, the consulting firm that pioneered the concept of business process reengineering.

Peter volunteers actively with the Boys and Girls Club of Dane County, the United Way of Dane County, and HEADRUSH.

He holds a BA from Harvard University, and an MBA from Columbia Business School.

Peter Gray
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