

Principal Consultant – Customer Support and Field Services

The Principal Consultant – Customer Support and Field Services will use in-depth experience and expertise of customer support and field service organizations and operations to support RTMC consulting services clients in the technology sector. Specific knowledge to include at least one of the following business process disciplines is required:

- Labor, parts and vehicles strategy, planning and operations management
- Workforce management strategy, planning and operations management
- Field service dispatch operations
- Customer support / help desk operations
- Customer support center channel optimization

The Principal Consultant will help RTMC clients solve business problems via fact-based discovery and analysis of client business performance and process related needs, and architecting and implementation of business transformation solutions intended to help the client produce improved and sustained business outcomes. The ideal candidate will be a lean six sigma black belt and competent in using LSS methods to analyze operational performance leading to improvement plans and implementation.

RESPONSIBILITIES

❑ Delivery Management

- Using RTMC consulting frameworks, best practice libraries, and LSS methods, the consultant will conduct fact-based discovery and analysis of client business issues.
- Lead client consulting projects, providing as needed subject matter expertise
- Prepare consulting deliverables using a variety of Microsoft tools including power-point, excel and word.
- Maintain knowledge of market trends and stay current on capabilities required to meet market demand

❑ Business Development

- Engage with potential clients to identify and define customer needs
- Support development of consulting proposals/SOW development
- Support other business development needs for sales and marketing as directed by RTMC management

COMPETENCIES & KEY SELECTION CRITERIA

❑ Work Experience

- A minimum of 10 years support/field services consulting experience; preferably with a consulting organization, or direct operations experience in a customer support or field services organization in a mid-sized to large company
- Project and program level management experience



We Help Services
Organizations Get Better
At What They Do

- Business process transformation experience
 - Lean six sigma black belt certified
 - Comfort in ambiguous situations
 - Track record of working collaboratively in a matrix-ed environment
 - Fluent with Microsoft tools: power-point, excel, word and outlook
- ❑ **Personal Profile:**
- Demonstrated outstanding personal leadership
 - Demonstrated pattern of intellectual curiosity
 - A true team player with excellent interpersonal skills and the ability to work with executives, department managers, both within the company, its partners, and its clients
 - A sense of urgency and impatience with the status quo
 - Excellent communication and organizational skills
 - Highest standards of ethical behavior
 - Excellent at multitasking
 - Willingness to travel
- ❑ **Education:**
- A Bachelor's degree in Business Administration, MIS, Computer Engineering, Engineering or related degree is required
 - An MBA is advantageous

RTM Consulting

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