



We Help Services
Organizations Get Better
At What They Do

PRINCIPAL CONSULTANT, PSA SERVICE LINE LEADER

RTM Consulting is looking for a PSA Service Line leader to grow and nurture a book of business for a specific PSA vendor. This person will be responsible for selling and delivering Professional Services Automation (PSA) solutions. The individual will work with the vendor to grow and manage a pipeline, write proposals, negotiate with the client and vendor partner to close implementation services work, and deliver the services. The candidate must be a self-starter and able to work independently.

RESPONSIBILITIES

- Build, nurture, and manage a relationship with PSA Vendor
- Grow and manage a pipeline of services work; manage opportunities in RTMC's Salesforce.com system
- Lead proposal/SOW development
- Lead client consulting projects, providing as-needed subject matter expertise
- Maintain knowledge of market trends and stay current on capabilities required to meet market demand
- Manage practice and project portfolio macro-level issues, including billing/invoicing disputes, resource/staffing issues, etc.
- Define tools, methods, processes for Practice to deliver high quality consulting services
- Help identify needed talent to support the growth of the business
- Define consulting / delivery personnel resource profiles, training and development needs
- Participate in staffing reviews to assist RTMC management with staffing decisions; providing recommendations on specific individuals for roles as appropriate
- Participate in and manage resource forecasting analyses and align supply of resources, including contractor resources if needed
- Be a credible subject matter expert to clients and partner on sales cycles and marketing events

BASIC QUALIFICATIONS

- 2-4 years of experience supporting cloud-based PSA solutions such as Financial Force, Kimble, Mavenlink, NetSuite/OpenAir
- 10+ years of relevant experience in customer facing services delivery
- Bachelors' degree in a related discipline
- Self-motivated with a proven track record in Cloud technologies and comfortable in a fast-moving and dynamic environment

- A true team player with excellent interpersonal skills and the ability to work with executives both within the company, its partners, and its clients
- Cloud/SaaS platform experience is a must have
- Configuration experience using a point-and-click developer interface
- Candidate must be organized and analytical, adept at working in a team environment, able to design and implement a project schedule and able to handle multiple priorities in a fast-moving environment
- Excellent client-facing written and oral communications skills
- Ability to negotiate with clients and partners
- Proactively learn the functionality & technology of new PSA product updates, and understand applicability to business requirements
- Assist marketing with seminars, trade shows, and webinars
- Located in the Northern Virginia / Metro Washington DC area preferred