



## **Client Manager, Corporate Social Responsibility**

**Location:** New York, NY or Boston, MA (remote considered)

**Job Description:** Changing Our World is seeking passionate and experienced CSR professional to join our corporate practice as Senior Director/Managing Director. Our team works with corporations to design and implement authentic corporate social responsibility initiatives that address vital social needs and meet business goals.

This individual will be responsible for the development, execution, and ongoing management of a portfolio of corporate clients. The ideal candidate will also play a role in business development and assume responsibility for identifying and securing business opportunities in both prospective and existing accounts.

A remote position will be considered with periodic in-person meetings at our New York City headquarters.

### **Responsibilities:**

#### Account Management

- Direct client engagements, providing guidance to senior-level corporate decision makers in the planning and implementation of CSR strategies and programs
- Provide clear strategic direction to internal project teams; manage workflows, timelines, and the development of deliverables
- Work with project teams to understand/interpret client needs and ensure overall client expectations are met and surpassed
- Draw on past experiences to contribute thoughtful, creative and strategic value to accounts
- Help to maintain client service standards including customer service, high-quality deliverables, and excellent relationship management
- Remain informed on latest CSR, ESG and community involvement trends
- Manage and coach junior staff on client projects and support team members' professional growth
- Actively contribute to the overall culture of Changing Our World

#### New Business and Marketing

- Leverage networks to identify and pursue opportunities for business development
- Grow business within existing accounts to help clients advance their community involvement agenda
- Develop proposals, lead pitch presentations, negotiate contract terms with prospective clients
- Collaborate with other Omnicom sister agencies on business development and co-pitches
- Assist in setting and executing the strategy for business development and marketing, including active participation in the cultivation of prospects and promotion of Corporate Social Engagement thought leadership and services

### **Qualifications:**

- 10+ years demonstrated success in management roles with increasing responsibilities; at least six years of relevant experience in a social impact role, corporate social responsibility, community involvement, and/or agency or management consulting experience
- A deep understanding of trends in CSR/ESG strategy
- Knowledge of reporting frameworks (e.g., GRI, SASB, TCFD) and industry ratings/rankings and third-party audits (e.g., DJSI, MSCI, ISS); certification in GRI or SASB a plus

- Experience in grantmaking, social impact measurement, and understanding of IRS regulations for corporate foundations desired
- Strong project management skills including demonstrated expertise in coordinating multiple work streams and managing clients and staff while maintaining client satisfaction
- Strong leadership capability with experience building, managing, working with and motivating teams
- Consultative, strategic selling approach; ability to develop and nurture professional relationships, and ability to think strategically about potential sources of leads for the practice
- Exceptional interpersonal communications skills; ability to establish rapport with others while maintaining a professional poise
- Ability to both think critically as well as synthesize complex levels and types of information in order to provide client solutions
- Ability to be flexible and delegate appropriately when working under pressure and with competing deadlines
- Confident public speaker and facilitator
- Motivated, self-starter with a solutions-oriented attitude fitting a cross-functional team
- Excellent writing skills and creative ability to translate information into user friendly formats for a business audience
- Highly proficient in Microsoft Word, Excel and PowerPoint. Experience with Microsoft Teams is desired.
- Flexible to travel, as required
- Reliable internet access
- Bachelor's degree required

**Compensation:** Competitive salary and benefits package

**Company Description:** Changing Our World, Inc. is a trusted fundraising and social impact consulting firm that advises leading corporations and nonprofit organizations. We have extensive experience designing, building and managing the implementation of strategic initiatives that enable corporations and regional, national and global nonprofits to achieve their social engagement and philanthropic goals.

Headquartered in New York, we also have offices in Boston, Atlanta, Austin and Washington DC. Changing Our World is part of the Omnicom Public Relations Group, a division of Omnicom Group. Through this relationship, we have access to the best communications, public relations, and branding expertise committed to driving social change.

#### **Our Core Values**

Our core values shape everything that we do as a company, from how we work with our clients, to the way we conduct interviews and internal meetings. These values are what you can expect from our team and what you'll find in every aspect of our work: Kindness at Our Core, Passion for Social Impact, Authentic Partnership, Integrity in All That We Do, and An Evidence-Based Approach.

**Send resume and cover letter via email to:**

[hr@changingourworld.com](mailto:hr@changingourworld.com)

**Please include the following code in the subject line: Corporate - NAME**

*We are an Equal Opportunity Employer. No agencies, phone calls or faxes please.*

*It is the policy of Changing Our World to provide equal opportunities for employment and advancement to qualified individuals without regard to race, color, religion, creed, national origin, sex, age, sexual orientation, marital status, disability or veteran status.*