



Job Title: MCM HR Advisory Solutions Group Director
Department: MCM HR Advisory Solutions Group (HRAS)
Reports to: MCM Consulting Services Leader
Level: Full-time, Exempt
Last updated: September 24, 2020

Summary of Responsibilities:

The HRAS Director will work with the MCM Consulting Leader and other MCM leadership team members to execute strategic growth and operations related initiatives within the HR Solutions Group strategic plan. The HRAS Director provides leadership and the management necessary to ensure that the HRAS team has the proper revenue growth plan, operational controls, reporting procedures, and people systems in place to effectively grow the HRAS consulting team to ensure financial strength and operating efficiency.

The HRAS Director will collaborate with leadership on appropriate strategy to drive the development and implementation of the HRAS strategic plan, alignment of systems and infrastructure to enhance HRAS' growth and sustain firm culture within the group, while managing costs and improving profitability.

The HRAS Director will specifically oversee assigned aspects of certain HRAS internal operational functions of the team including management of service delivery, HRAS team development and deployment, short- and long-term financial viability and security, integrity and support of internal systems related to the HRAS group.

Essential Functions:

Strategic Growth

- Work with MCM Consulting Leader and MCM leadership team to develop and execute HRAS strategic direction with revenue and productivity targets.
- Facilitate in collaboration with Firm leadership a periodic review and updating of HRAS's Strategic Plan.
- Translate vision and strategy into HRAS policies and procedures.
- Coordinate the dissemination of top-level decisions throughout HRAS team as appropriate.
- Oversee and ensure implementation of HR services to clients and prospects throughout MCM offices.
- Work with Practice Development team to ensure awareness of HR capabilities both internally and externally with targeted branding.
- Network with peer firm leaders.
- Be visible within the MCM markets to increase branding and awareness.
- Assist in the development and execution of opportunities pipeline for HRAS throughout the Firm and take active lead in targeted prospects.
- Stay abreast of new HR regulatory and compliance issues and assess impact on current and prospective clients.
- Proven ability to engage clients and manage HR consulting projects.

Operations

- Establish internal HRAS organizational structure and operating systems to ensure the achievement of strategic objectives and improve operational efficiency within the HRAS consulting team.
- Define core internal HRAS business processes providing documentation and adoption by leadership and management.
- Communicate and build commitment to policies, processes and procedures among all HRAS personnel.
- Implement and monitor effectiveness of HRAS policies, processes, and procedures



- Oversee, plan, schedule, budget and staff HRAS client and internal projects using implemented policies and procedures.
- Communicate progress of projects, problems and resolutions to project team and client.
- Maintain relationships with and support key clients.
- Serve as account manager for assigned key clients based on engagement letter scope of work.
- Possess and utilize project management skills with proven effectiveness in team and project leadership.

Performance Management:

- Responsible for the development and monitoring of performance targets for all HRAS personnel and practice areas.
- Monitor operational effectiveness against performance targets and propose/implement improvement measures when required
- Oversee development of responsible, trained HRAS team members by assisting in recruiting (as needed), performance evaluations, developing training aids, and acting as a coach for professional development programs.
- Meet with team members and management on a regular basis to ensure the workload is dispersed evenly.
- Set and track individual goals that support departmental and firm goals.
- Provide supervision for low performing team members, service areas, and verticals within the HRAS group.

Finance:

- Work with the MCM Director of Finance and related team members along with the MCM Consulting Department Leader and/or their representatives in developing an annual budget.
- Monitor and analyze team member and client productivity reports making recommendations as needed for remediation, additional capacity or changes to client contract.
- Coordinate with the MCM Director of Finance or their designee on generation of monthly revenue reporting and client engagement profitability reporting

Quality Control:

- Ensure that quality client service is delivered on all engagements.
- Monitor, coordinate and follow-up on any internal and external client service questions or reviews.
- Supervise client acceptance and continuance for high risk engagements.
- Monitor and ensure compliance with MCM independence requirements on any new or continuing engagements collaborating with assigned MCM Assurance leadership.

Education, Experience, and Skills:

- BA or BS Degree in Human Resources or related field.
- 10 years or more of progressively responsible experience in the Human Resources field preferably in a Professional Services setting. Generalist background with supervisory responsibilities a plus.
- Possess SPHR or SHRM – SCP designation.
- Complete understanding of labor laws and regulations, with ability to comprehend legal issues and regulatory pronouncements and translate them into meaningful policies.
- Professionalism, integrity, honesty and a positive attitude essential.
- Superior interpersonal skills. Ability to get along with diverse personalities, tactful, mature, and flexible. Understands people and their problems and supports fairness and consistency in areas of policy, Human Resources administration and employee relations.



- Proven effectiveness in business development and client retention.
- Good reasoning abilities. Sound judgment.
- Results, people and quality of service oriented.
- Ability to balance and support business needs and priorities with needs of clients and team members.
- Excellent training and presentation skills.
- Outstanding written and oral communication skills.
- Ability to effectively organize, prioritize, and handle multiple assignments simultaneously.

Expectations:

- To maintain strict confidentiality of Firm and HRAS employee related matters.
- To respect and earn respect of fellow team members.
- Take ownership of identified HRAS processes and responsibilities.
- Keep open communications with MCM Management Team.
- Perform work with confidence and pride, follow thru to completion.
- Dependable.
- Make informed decisions in coordination with MCM leadership when needed.
- Grow and learn from past mistakes.
- To work in a safe, clean and employee friendly atmosphere.
- Must have flexibility with work schedule.
- Possess and maintain appropriate skills related to Human Resources.
- Develop HRAS team members for potential leadership positions.

Working Conditions:

- Minimal hazards. General office working conditions.
- Occasional heavy lifting.
- Periodic evening and/or weekend work.
- Periodic travel required.

We are committed to providing equal employment opportunities to all employees and applicants without regard to race, ethnicity, religion, color, sex (including childbirth, breast feeding and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability or any other protected status in accordance with all applicable federal, state and local laws.

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