

JOB DESCRIPTION	
Job Title	Senior Engagement Advisor
Reports To	Chief Operating Officer
Creation / Revision Date	March 12, 2019
Supervisory Role	N/A
Location	Atlanta, GA (<i>Remote position</i>)

SUMMARY OF POSITION
<p>The Senior Engagement Advisor serves as the core contact or Engagement Leader for SOAR's client contracts. This position will primarily support SOAR's healthcare clients, potentially assisting projects in other verticals as well (e.g., Education, Business, etc.). This individual will spend considerable time at the client site and supporting clients remotely.</p>

DUTIES AND RESPONSIBILITIES	% OF TIME
<p>Consultative Project Facilitation and Management</p> <ul style="list-style-type: none"> ▪ Serve as the expert advisor and operational liaison between SOAR clients, internal operations, and technical experts to ensure successful client delivery and implementation ▪ Quickly learn and assess operational and cultural environments, identifying core strengths, opportunities for improvement, and risks or barriers to client success; Adapt findings into client deliverables via reports, presentations, etc. ▪ Implement Lean / Six Sigma and Hoshin Kanri / Strategy Deployment principles at client sites using SOAR's trademarked Strategy Execution System approach and methodology; Optimize approach and create new templates and reference materials based on client feedback to continually improve SOAR's methodology ▪ Effectively plan and deliver client communications ranging from frontline team members to C-suite leaders related to client engagements, risks, and successes; Articulate and escalate progress to internal SOAR team members on a regular basis ▪ Represent SOAR with the highest quality professionalism and integrity through personal and professional interactions 	60%
<p>Utilize and Promote SOAR Software</p> <ul style="list-style-type: none"> ▪ Support SOAR's existing and developing software programs via the following: <ul style="list-style-type: none"> ○ Become an expert in SOAR PuLSE, SOAR PLANr, and other programs as necessary ○ Utilize SOAR programs on-site with clients to integrate the technology into the consultative deployment ○ Teach end-users how to access and apply the technology to their department or organization based on their role and needs ○ Troubleshoot client issues, offering resolution when available or escalating to SOAR I.T. as needed ▪ Enhance product development by providing improvement opportunities to the IT and SOAR leadership team; Function as connection point between SOAR clients and I.T. team as needed 	20%

<p>Support strategic growth of company</p> <ul style="list-style-type: none"> ▪ Contribute to SOAR’s strategic planning efforts to support the company’s targeted growth and shareholder commitments ▪ Occasionally attend marketing and business development events serving as a resource in SOAR’s booth, connecting with potential clients, and fielding questions as necessary 	<p>10%</p>
<p>Other duties as assigned</p>	<p>10%</p>

QUALIFICATIONS

Minimum Education Requirements:

- Bachelor’s degree in healthcare, business, engineering, or other related field
- Master’s degree preferred MBA, MHA, MPH, or other related field
- Lean Six Sigma Black Belt certification required; Lean Six Sigma Master Black Belt preferred

Minimum Experience Requirements:

- 5 – 7 years of Lean Six Sigma experience in healthcare with strong track record of results
- Experience implementing hoshin kanri or strategy deployment across large systems
- Successful project management experience for large, multifaceted projects

Minimum Skill Requirements:

- Expert communication, facilitation, and presentation skills
- Proven analysis, problem solving, and interpretation skills using Excel and Minitab (*or other advanced statistical programs*); QI Macros experience preferred
- Proficient in Microsoft Office Suite – PowerPoint, Word, Excel, Visio, Outlook, etc.
- Strong relationship-building skills to create quick trust and rapport with clients
- Must be willing to travel up to 75% of the time (*expected travel between 50% - 70%*)

ABOUT SOAR

SOAR Vision Group maximizes organizational success by aligning people with purpose to achieve exceptional results. SOAR partners with companies to optimize strategic objectives, operational effectiveness, and cultural readiness by closing the elusive knowledge, performance, and visibility gaps via implementing a Strategy Execution System and Performance Excellence Infrastructure. www.soarvisiongroup.com