



## POSITION DESCRIPTION

Title	Business Solutions Consultant
Position Level/ Pay Grade	PG 7
Location	Wilmington, DE
Purpose	Provide support to Clients on a day to day basis to service requests related to their Account with RDC. Service issues could include analysis, questions, research, training and any other support required data, monitoring and alerting functions.

## KEY RELATIONSHIPS

Immediate Manager	
Analyst Team Leader	
Positions Supervised	
<u>Direct Reports</u> – (0)	<u>Indirect Reports</u> – (0)
Internal Contacts	External Contacts
IT Support Customer Support	None

## CORE COMPETENCIES & SKILL REQUIREMENTS

1. Minimum 3 to 5 years of proven consulting experience
2. Strong project management skills
3. Strong presentation skills, Project Planning and scoping experience
4. Proficiency in MS Office and internal systems
5. Undergraduate degree in sales, marketing or other business related fields.
6. Strong background in technology-based business consulting, service contract sales and experience in the corporate marketplace preferred
7. Ability to work with cross-functional teams internally and externally to achieve results
8. Ability to foster valued client relationships
9. Ability to work both independently and within a close knit team environment
10. Excellent organizational and communications skills (both oral and written)

11. Plan and direct own activities with minimal management supervision
12. High level of attention to detail, excellent follow through and reliability
13. Possess good business judgment, a comfortable, open communication style, and a willingness and ability to work with teams

#### KEY RESPONSIBILITIES

---

1. Evaluate existing systems, process, and/or user needs to analyze, recommend, design, and implement best-practice application.
2. Analyze and map customers' business requirements to meet implementation objectives.
3. Utilize company CRM, and project management tools to optimize information collection and management reporting.
4. Ability to effectively manage multiple implementation projects, including developing project objectives, prioritizing project responsibilities, delegating tasks, executing project deliverables, and tracking and measuring project to successful completion
5. Understand and evaluate the client satisfaction influencers
6. Conduct one-on-one meetings with end-users to gain a detailed understanding of business activities, workflow and fundamental business practices
7. Prepare periodic client review reports and analysis
8. Identify potential system and client relationship enhancements
9. Create additional metrics to measure client satisfaction and success