



Director of Outreach

What is PIE?

Profitable Ideas Exchange (PIE) is a boutique professional services firm that brings together communities of executives who are similarly situated in their work – anyone from CFOs of F250 companies to Information Security Executives from large hospital systems. We facilitate these peer communities and provide for a highly valuable exchange of business ideas. Participation is free to the executives because the communities are sponsored and hosted by our clients – firms like IBM, KPMG, Accenture, AWS, and BCG. We help our clients foster relationships with the members of these communities and identify opportunities where their expertise matches the needs and challenges of the participants. From finance to tech, healthcare to human resources, and any other corner of the business world, we support these peer communities and our clients with professionally run, participant-driven conversations.

Why we love working at PIE:

The work we do every day is fascinating – we are privy to cutting-edge business conversations. Our culture and our people make PIE a great place to work. In addition to the generous benefits, PIE values and invests in its employees' health and well-being. We believe our work is in service of our lives. We are committed to ongoing coaching and training. We celebrate our individual and collaborative successes. To nourish our culture and build relationships outside the office, PIE holds annual company golf scrambles and ski outings, participates in cornhole league, and engages in community outreach.

Position Description:

The role of the Director of Outreach is to lead a team of part-time and fractional workers who are building communities of executives. This director needs an understanding of phone and email communication in the world of busy business professionals. This role requires an understanding of how to reach senior executives, and more importantly, how to lead a team to get results with this outreach. The role will include creating a strategy for the group, setting metrics, hiring and managing part-time team-members, and ensuring productivity of the group. This director will report to the management team at PIE to ensure alignment with company priorities.

Position Responsibilities:

Strategic Planning

- Understand a work capacity model to create a projection of projects and resources based on company growth.
- Lead and motivate a group of part-time outreach team members.
- Leverage external contractors and other partners as needed to create a flexible workforce.
- Offer innovative solutions and advice to the management team to help drive growth of this function.

People Management

- Interview and hire part-time team members (Project Assistants) who will add to the PIE culture and deliver results.
- Manage the training process for new Project Assistants for the role (including training in our CRM, Salesforce.com).
- Manage and coordinate schedules with many team members.
- Directly manage all part-time project assistants (10+) and indirectly lead additional PIE employees who support executive outreach and recruiting efforts as a portion of their role.

Day-to-Day Management

- Provide guidance on how to structure workdays and continually communicate expectations of priorities to team members.
- Determine and track metrics around productivity of individuals and the function as a whole.
- Manage monthly and weekly goal setting for the team.
- Schedule and lead team meetings throughout the week.
- Manage incoming workflow and allocate resources to projects that are ever-changing.
- Meet with the sales team to understand the nuances of incoming projects and how best to deliver on them, then keep in touch with client teams to ensure program success.
- Create communications for client-facing use, including working with a graphic design agency to improve communications.

Salesforce/Database Management

- Help refine the process of using a database for client support and internal workflow.
- Create systems and processes which can measure effectiveness of individuals.
- Track campaign outreach styles to gauge effectiveness of each method.
- Train the wider company on new processes.

Qualifications:

Those qualified for this position should have at least 5 years of management experience leading a large team. Experience leading teams of remote and part-time workers is strongly preferred. Experience setting (and re-evaluating) metrics for a team and developing unique ways to motivate and drive the team to results is ideal. Those who generally thrive at PIE are self-starters who think on their feet and demonstrate superb organizational skills. Our Director of Outreach should enjoy working in a collaborative environment and have an engaging and articulate phone presence. To do well at PIE, individuals must have impeccable verbal and written communication skills and naturally conduct themselves in a professional manner. Our business has been growing for 19 years because we thrive in times of change. We are looking for someone who embraces change associated with a growing company, has a knack for getting the best performance out of a growing/changing team, and is excited to help lead PIE into the future.

A bachelor's degree is required for this position. Strong project and people management experience are required. Proficiency in Microsoft Office (Excel, Word, Outlook) is required, and proficiency in Salesforce is preferred.

** Due to client confidentiality, background checks are required prior to employment.*

Hours: Full-time (General Hours of Operation: 7:00 a.m. – 4:00 p.m.)
Position Location: We are looking for candidates to work with us in Bozeman, Montana
Benefits: Health/Dental/Vision Insurance, Retirement Contribution, PTO, Paid Holidays (including a 2-week paid winter break), Continuing Education/Professional Development Opportunities, Parental Leave, Flexible Schedules, Commission Potential, Travel Opportunities, Charitable Donation Program, Wellness Benefit

PIE Vision:

PIE has a clear vision to be an inclusive company full of people who are interesting, fun, smart, and inspiring.

PIE is committed to creating a diverse and sustainable work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

PIE Values:



**Living
Full Lives**



**Make
it Happen**



**Black
Tie/
White
Glove**



**Smile
& Dial**



Hungry



**PIE
PACK**



**Land
of Many
Leaders**