

United States Jobs Expertini®

Client Results Owner

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Company: District Management Group

Location: Boston

Category: other-general

LOCATION

District Management Group is headquartered in Boston. This role will be based in the Boston office with flexibility to work remotely up to three days a week, based on schedule and team needs. Additionally, the role will present opportunities to travel to various cities across the United States in the course of the work to present and meet with client teams.

ABOUT THE POSITION

The Breakthrough Results Program helps district partners to achieve and sustain new levels of performance in their schools by focusing on an iterative cycle of change allowing districts to see results in just 10 weeks. Breakthrough Results (BTR) empowers teachers, school leaders and district staff to create measurable performance goals tied to key organizational priorities like literacy, math, graduation rates, attendance, etc. This rapid cycle of learning-through-doing, coupled with the empowerment provided by district-level senior leadership, allows school district participants in a Breakthrough Results Program to cut through red tape to get results *fast* .

As a Client Results Owner, you will be responsible for ensuring strong results for a set of Breakthrough Results teams. You will lead client meetings, leverage the operational resources of the DMGroup team, and ensure that the teams achieve measurable, outstanding results. You will be the primary manager for a set of client relationships, and will be relentless in doing what it takes to ensure each Breakthrough Results Team achieves

outstanding results for students through the Breakthrough Results Program.

You will become an expert in Breakthrough Results, and will help our client leadership teams understand the nuances and importance of the various components that ensure student results through the program. In addition, you will provide clients up-to-date information with regard to teams' progress towards goals and any impediments to success shared by Performance Coaches, the Breakthrough Results teams and other stakeholders. Performance Coaches will look to you for updates from clients, guidance on how to approach different topics, and, when necessary, interventions to navigate specific issues and client environments.

WHAT YOU'LL DO

The Client Results Owner will be responsible for ensuring results for a set of Breakthrough Results teams and clients. You will do this at each stage of the Breakthrough Results cycle.

Lead clients through all pre-launch activities necessary to establish the enabling

conditions for successful results: This includes identifying participating schools, determining the format and guardrails for SMART goals, using data to develop guidance for aggressive / achievable SMART goals, developing a progress monitoring plan aligned to end-of-year assessment(s) that matter, holding an orientation for school administrators, and ensuring the Sponsorship team at the district contains the right expertise and decision-making authority. You will also partner with the Breakthrough Results Operations Team to identify and onboard Performance Coaches for each Breakthrough Results client.

Translate data to action and results:

Deep-dive into student-level data to identify and understand root cause barriers and drive towards solutions that get results.

Synthesize trends across individual students, teachers and teams to support broad actionable adjustments.

Hold coaches accountable to delivering results throughout the program:

Ensure all BTR Performance Coach Owners and Coaches maintain focus on achieving results with their teams.

Partner with Performance Coaches to ensure that each of the BTR challenge teams' goals are truly SMART and strike the proper balance of aggressive yet achievable.

Monitor BTR team progress and identify necessary corrections/interventions required to put teams on track to meet their goals.

Provide information and support to assist BTR Performance Coaches to unlock the potential of each team to achieve their SMART goal.

Complete performance assessments at the end of each cycle to support Performance Coach feedback and continuous improvement.

Build strong relationships with various stakeholders, including:

School district Sponsorship teams, as measured by strong results and program renewal / expansion.

Performance Coaches, as measured by strong results and continued coaching with DMGroup.

The DMGroup team, as measured by strong results.

Provide thought leadership:

Present and provide education on the BTR program to various sponsors, coaches, and teams in preparation for and during Breakthrough launches and other milestone events.

Collaborate with the DMGroup Team and Performance Coach community to leverage and refine best practices in leadership and performance coaching, support, and development.

WHO YOU ARE

You live and breathe RESULTS. You focus on outcomes instead of the process required to deliver products or services. You are adaptive and adjust behaviors and actions to accommodate emerging needs. In this role, you also guide others to leverage their skills, adapt as needed, and maintain focus on results (“outputs”) versus the process (“inputs”).

You are a relentless self-starter and get stuff done. Your experience, transparency, and organization allow you to get the nuts and bolts in place in record time. Regardless of the impediments presented, you remain focused on results and adapt as needed to achieve desired outcomes.

You have an analytical mind and love solving problems. Problem-solving is the name of your game. You possess the curiosity and force of intellect to take complex problems, use data to determine root cause barrier(s), and present solutions in simple and concise terms that all stakeholders can understand.

You quickly connect with people and build relationships. You enjoy meeting new people and developing relationships. You seek to understand the interests, likes/dislikes, and motivations of others. You connect with people in a manner that develops healthy relationships. Your relationships are built upon openness and trust. Your actions reinforce your integrity and your unwavering commitment to operate with the best interests of others in mind.

You are a skilled manager. You synthesize and execute big picture ideas and have strong strategic thinking and project execution abilities. You’re able to identify root causes of various topics within Performance Coaching efforts and collaborate with coaches to develop strategies and objectives to overcome them. You have the ability to work with and manage individuals who are not your direct reports, maximizing your ability to influence their results even without formal authority.

You are an effective communicator. You communicate clearly, early and often. Your communication is facilitative and collaborative in nature and aligned with the needs of adult learners. The information you share is coherent, sets clear expectations, and is immediately actionable when necessary. You leverage your skill as a leader to identify and share emerging trends, observations and opportunities with other coaches and

leaders.

You bring people together You know how to build buy-in from a variety of stakeholders. You have time-tested strategies in your toolkit to support effective decision-making processes and have developed proven internal management systems that drive consistent results. You have experience coaching leaders to achieve success and perform at high levels despite increasingly challenging barriers. Your instincts are creative and help you handle ambiguous situations with ease and with limited guidance.

You are values-aligned You share DMGroup's values of humility, transparency, diversity, equity, inclusion, thoughtfulness, expertise, and approachability.

QUALIFICATIONS & EXPERIENCE

A bachelor's degree with at least 10 years of work experience; at least three years of experience in complex project management and client relationship management.

Experience working with and through senior-level executives, preferably in an education-based setting.

Experienced in cross-functional team leadership with the ability to quickly and efficiently translate ideas into trackable, actionable plans.

ABOUT DMGROUP

District Management Group (DMGroup) is a small, growing company that assists the superintendents and CEOs of school districts and their leadership teams to dramatically improve public education for all students.

District Management Group provides school systems with superior strategic insights and tactical solutions to the most pressing challenges facing school system leaders today. In addition to direct consulting, we research and publish on best practices and develop technology solutions to help district leaders implement and sustain reform. Through our consulting, research and technology solutions, we are recognized as thought leaders in national conversations on education reform including the areas of strategic planning and resource allocation, human capital including pay for performance, special education and

struggling students, and in stakeholder engagement.

We are an equal opportunity employer, and we encourage applications from all individuals regardless of age, gender, race, ethnicity, religion, sexual orientation or physical ability.

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