



Training and Culture Account Director

Description

At Untold, our mission is to accelerate innovation through the power of story. As the Training and Culture Account Director, you'll be responsible for training and culture accounts at Untold, ensuring our customers are achieving outcomes, our projects are profitable and our relationships are deepening and growing. You'll take responsibility for the delivery of high-impact, high-quality training and culture experiences for innovative clients like NASA, Boeing, Dupont, AAA, Hershey, and more. As Account Director, you will build strong client relationships with leaders and managers, manage facilitation teams effectively, and collaborate with Untold's senior leaders to achieve strategic business goals.

Responsibilities

- Oversees training and culture client relationships and ensures quality and satisfaction
- Ensures that projects remain within scope and budget, and escalates challenges to CSO and COO
- Nurtures ongoing sales with existing clients within culture and training offerings as a growth-oriented account manager
- Provides insights and feedback from clients' projects to inform CSO on identifying, scoping, and developing potential updates and expansion of Untold Training and Culture offerings
- Approves Innovation Storytelling Training curriculum in alignment with client contracts
- Supports sales by joining key sales calls, customizing the right solution, writing project proposals, and project scoping and budgeting.
- Serves as Innovation Storytelling Strategist for Skills and Culture clients through strategy assessments and ongoing impact reports
- Able to support Innovation Storytelling Training as a facilitator as needed
- Manages the work, performance, and professional development of the team by:
 - Ongoing vetting of talent to build strong facilitator contractor network in collaboration with COO/CSO
 - Selecting facilitation and creative team members for client accounts in coordination with CSO
 - Overseeing and managing facilitator and creative teams to ensure optimal onboarding, consistent communication, clear roles and responsibilities, maximum performance, providing purpose, direction, and motivation
 - Performance management and development as appropriate



AMPLIFYING INNOVATION

- Foster and demonstrate Untold values: Inspire Awe; Stay Grounded; Dream Big, Then Make It Happen; Care and Communicate; Debate, Then Commit
- Perform other duties and responsibilities as required

Qualifications

- Experience:
 - A minimum of 5 years progressive account management experience, preference given to experience related to training and culture services.
 - Previous work or consulting experience within large corporations, Fortune 1000 technical, medical, and/or scientific companies preferred
 - Previous management experience preferred
 - Proven track record of setting and meeting growth-oriented goals
- Education: Bachelor's degree in business administration or related field

Knowledge and Skills

- Ability to quickly establish rapport with clients
- Commitment and initiatives to focus on client needs thoroughly until projects are completed
- Ability to understand client business needs and make appropriate recommendations that are in the client's best interest
- Excellent listening and communication skills (oral and written) and attention to detail
- Innovative problem-solving capabilities with the ability to be flexible and improvise as needed
- Team player
- Ability to learn new techniques, perform multiple task simultaneously, and keep accurate records
- Ability to change direction and adapt quickly to a fast-paced evolving scope of work
- Knowledge of market research techniques
- Understanding of budgeting and reporting
- Exceptional interpersonal skills
- Excellent organizational, negotiation and leadership skills
- Strong technical skills and ability to work with multiple software applications

How to Apply

To be considered for the position, submit cover letter and resume online via [this application form](#). We will review applications immediately with the goal of hiring by end of January.