

## Client Delivery Coordinator: Search & Leadership Development

The Discovery Group (TDG) is a boutique consulting firm dedicated to the social profit sector. We believe that social profit organizations can change the world. Our mission is to help our clients envision change, determine how to make it happen, and put the necessary tools and skills in place for success. We work with leaders who understand that enhancing the alignment between their purpose, their board of directors, and their essential partners will increase their organization's ability to succeed.

TDG provides services to support our clients in three interrelated areas of the social profit sector:

- Board Governance & Planning
- Philanthropy and Campaigns
- Search and Leadership Development

Our purpose is to amplify positive change in the world by:

- Always learning
- Being compassionate
- Making it exceptional

You can find more about the firm at <https://thediscoverygroup.ca>

The Discovery Group's search practice helps organizations make better decisions and ask the right questions of themselves and their candidates. We provide the essential value of knowing the right people, having the right sector insight, and possessing the right process. To attract top talent, organizations need to be thoughtful and strategic in their people policies. The organizations with the most successful leadership transitions have stronger cultures, better revenues, excellent reputation, and attract staff and volunteers more easily – which is where we come in.

## Overview of the Position

The Coordinator is an essential member of TDG's Client Delivery Support team, with a crucial role in the administration and management of client projects and relationships. The Coordinator works specifically with the VP, Search and Leadership Development to deliver successful results to search clients and a rewarding experience to candidates.

This is an ideal role for a dedicated, organized, and detail-oriented administrative professional with an interest in HR, executive search, and/or the social profit sector. Experience in these areas isn't crucial, but helpful, and an enthusiasm to learn is a must.

This is a highly collaborative role in a small and close team for a proactive, curious, thoughtful, and client- and customer service-focused person.

**Specific tasks will include:**

Overall Administration and Collaboration:

- Providing exceptional service to, and maintaining excellent relations with, current, past, and potential TDG clients.
- Maintaining knowledge of TDG service lines and collaborating with the firm-wide Client Delivery Support team.
- Organizing meeting logistics, preparing agendas, taking minutes and action items; coordinating admin activities for VP and search team.
- Maintaining excellent digital records and files in a comprehensive and orderly manner, including ongoing updates of key reference documents and templates.
- Managing project timelines within Smartsheet and ensuring data integrity in the CRM.
- Together with the VP and other TDG staff, supporting projects as varied as: Board reviews and planning; job description reviews; succession planning projects; conference presentations.
- Being an active contributor at Client Delivery Support team and search team meetings, planning sessions, and brainstorming.

Executive searches:

- Drafting key documents, including but not limited to position profiles, advertising materials, reference reports, meeting agendas, candidate summaries, and project timelines for VP review.
- Following edits and review, finalizing and formatting all documents.
- Posting career ads on various sites (ie: AFP, Charity Village, etc.).
- Undertaking initial prospective candidate research.
- Entering and maintaining candidate details in a central database.
- File management of candidate application documents.
- Planning for candidate evaluations and interviews, including logistics and first drafts of questions.
- Managing interview panel logistics.

Marketing & public presence:

- In partnership with the Marketing & Communications Coordinator, support Search's LinkedIn presence through coordinating and drafting postings, and all Opportunity Spotlight logistics.
- Ensuring any advertised TDG Opportunities are up-to-date, and working with the Marketing & Communications Coordinator on other web updates as needed.
- Monitoring AFP, Charity Village, etc. for proactive business leads.
- Assisting with proposal drafting and templating documents for business development.

**Ideal experience & competencies**

No candidates possess every trait in this list, but we are ideally seeking someone with:

*Values, Personality, and Attitude:*

- Alignment with TDG's values and a passion for the social profit sector.
- Awareness and sensitivity to cultural uniqueness and norms, and a commitment to the principles of IDEA and T&R.
- Confidentiality, discretion, and integrity.
- Good judgement and a high degree of emotional and social intelligence.
- Openness and flexibility in thinking, attitude, and style.
- Enthusiasm and initiative.

*Project and Time Management:*

- Outstanding organizational skills and high attention to detail.
- Strong capacity to balance multiple projects, priorities, timelines, and relationships with proactivity and responsiveness.

*Work Style:*

- Exceptional work ethic; consistency, dependability, honesty.
- Strong service orientation, with a desire to exceed expectations.

*Communications and Collaboration:*

- Strong written communication, listening, and verbal communication skills.

- A collaborative mindset and approach, and the ability to work well both independently and as a team player.

*Skills and Abilities:*

- Solid investigation and research skills; the creativity to explore avenues and follow research trails.
- Proficient in software like Office 365, Teams, Smartsheet (or some other CRM & project management system), Survey Monkey, PowerPoint, and Canva (or some other design software).
- Enthusiasm and interest in exploring new tools and technology, like viable and safe AI tools.
- Ideally a background with Office 365 (Microsoft Word, Excel, and Power Point), the Mac OS, and social media platforms, especially LinkedIn.
- Familiarity with document sharing, website, and work-flow apps (e.g.; Teams, SharePoint, OneDrive, Acrobat, Smartsheet etc).

**Additional background and context**

Our offices are in Lower Lonsdale, North Vancouver, easily accessed by transit. While the position requires occasional yet predictable flexibility in schedule (like meetings and calls outside of conventional business hours) we ask that the Coordinator be present in the office at least 2-3 days per week.

We respectfully acknowledge that the work of The Discovery Group takes place on the traditional, ancestral, and unceded lands of the sə̀ilwə̀taʔt təməxʷ (Tsleil-Waututh), Skwxwú7mesh-ulh Temíxw (Squamish), S'ólh Téméxw (Stó:lō), Stz'uminus, šxʷməθkʷəy̍əmaʔt təməxʷ (Musqueam), first peoples.

**Application Process & Contact Info**

We have a compensation budget in the \$55,000 – 70,000 range, plus benefits (that include extended medical & dental coverage, a healthcare spending account, and holidays).

TDG champions a diverse and inclusive sector, so we encourage applications from people of diverse backgrounds, identities, lived experiences, and abilities. We welcome applications in different formats. If you would like to submit your materials in an alternative format or request accommodations at any stage of the process, please let us know.

To apply, please submit a single document pdf where possible, consisting of a letter of interest together with a CV/resume to:

Christoph Clodius, Vice President

[christoph@thediscoverygroup.ca](mailto:christoph@thediscoverygroup.ca)

Applications are welcome any time, ideally no later than June 26, and questions and inquiries are welcome.

Please don't wait until the last minute if you're interested. The role is vacant and will be hired as soon as the right person is found, and finds us.

Grammar, spelling, layout, and attention to detail will be considered when submissions are reviewed, so please make sure your submission contains the word "onward" somewhere in it.