**Job Title: Adoption & Organizational Change Management Specialist**

Enabling Technologies is a five-time winner of Microsoft's Partner of the Year Award, specializing in Modern Workplace Technologies that promote secure communication and collaboration in the Cloud. Enabling is a 100% remote organization with staff throughout the US. We are a results-focused organization with an exceptional team that consistently and effectively challenges each other to provide the best customer experiences.

Enabling is searching for an Adoption & Organizational Change Management Specialist (AOCM Specialist). The AOCM Specialist will join a growing practice, working with clients to provide consultation and guidance for the people-side of change, ensuring change initiatives meet adoption and usage objectives, while also partnering with internal resources to mitigate risk and align technical and adoption strategies. The people-side of change is inclusive of business processes, culture, systems and technology, job roles, and organizational structure.

This role will not have supervisory responsibility but will be required to work with client and internal resources to drive successful adoption and organizational change management. The AOCM Specialist must be comfortable operating in both a functional and consultative manner. The AOCM Specialist will be confident in navigating all levels within client organizations.

Of note: ***this is not a technical role***; it is 100% focused on driving adoption of technical and organizational change while creating positive customer experiences.

**Consultative Responsibilities** (internal and external) 50%

* Apply a structured methodology to change initiatives
* Assess client change readiness and change impact
* Identify, analyze, anticipate, and manage risk
* Coach client project teams, champion groups, and key business stakeholders
* Plan & document actionable deliverables for the following levers
  + Adoption Program Charter
  + Success Criteria/Gap Analysis
  + Communication Approach
  + Effort/Satisfaction
  + Training Strategy
  + Change Reinforcement Strategy
* Lead and drive change management activities to deliver on-time and within budget
* Track and report issues or risk
* Work with project teams to integrate change management activities into overarching project plans
* Analyze effectiveness of change management deliverables

**Functional Responsibilities** (internal and external) 50%

* Develop communication and training content to support specific
  + Use-cases
  + Personas
  + Impact
  + Risk
* Delivery of training programs
  + Remote webinar (recorded or live)
  + In-person
  + Videos
  + White glove support
* Participation in project meetings to provide insight, status updates, etc

**A successful candidate *must thrive* *in an ever-changing environment* and will have the following experience and/or skills:**

* Experience and knowledge of organizational change management principles, methodologies, and tools
* A solid understanding of how to drive positive customer experiences from entry-level employees to executives
* Ability to manage ambiguity and apply critical thinking skills
* Experience in driving change within an organization
* Development and delivery of training content, materials, and programs for a variety of learning styles
* A minimum of 2 years working in a consultative role
* Previous remote-working experience
* Exceptional active listening, written, **and** verbal communication skills
* Ability to clearly articulate messages to a variety of audiences
* Experience influencing others to move toward a common vision or goal
* Ability to travel 50% of the time

**Education/Training:**

* Bachelor's Degree is preferred
* Formal Change Management training or certification is a plus (I.E., Prosci)

**This is a remote role that requires up to 50% travel**