

Peer Insight is a recognized innovator in the field of innovation consulting. In many ways, the firm heralded the new era of service innovation when it formed in 2003 to apply design thinking, customer experience innovation, and business model exploration to services environments. Since then we have completed successful engagements for (among others) AARP, Bank of America, Behr, GE, Hewlett-Packard, PriceWaterhouse Coopers, Procter & Gamble, Siemens, Starwood, The Hartford, and UPS, plus the governments of Finland, Ireland, and Taiwan. Think of us as a hybrid design firm (reach for the sky, think visually and have fun!) and a strategy firm (be practical, create proof and achieve a great outcome for our clients and ourselves!).

Job Duties and Responsibilities: Clients hire Peer Insight to help them discover unmet customer needs and develop new customer experiences in a services environment. The role of the Innovation Strategist is to be the key team member from the business discipline on projects that will also include one or more design-trained professionals, and which will be led by a Senior Director of Consulting (to whom the Innovation Strategist reports). Our project delivery model requires (a) office-based research and preparation, (b) field research with customer to generate insights and test concepts, (c) client-site workshops, and (d) documentation to visualize concepts or memorialize decisions. The Innovation Strategist will contribute heavily to each of these activities, demonstrating the following attributes:

Dynamic, Intelligent, and Inspiring

- Can quickly frame opportunities, collect data, and identify patterns
- Effective at debating the merits of business alternatives with project leaders
- Provides mentoring and support to Innovation Strategists
- A self-starter in pursuing opportunities for professional and personal development

A Leader in the Consulting Practice

- Contributes to both the form and content of consulting deliverables
- Supports business development and proposal activities
- Serves as a key client contact for select engagements

A Strong Communicator

- Based upon needs of project, can effectively communicate ideas through several media, including prose, spreadsheets, PowerPoint, webinars, and visual methods

Brings Extra Skills such as:

- Workshop design and facilitation
- Diverse industry experience
- Knowledge of innovation or customer experience design principles
- Entrepreneurial spirit

Qualifications: An MBA is appreciated but not required. The ideal candidate has at least two years of experience in project and client management in a customer-facing consulting environment. Previous strategy, innovation, or branding experience is highly desired, however, similar corporate experience will also be considered. Skill set should include analytical thinking, pattern recognition, and communications (visual, oral and written), and applying sound judgment in managing his/her own time and that of others in a fast-paced entrepreneurial environment. Please send a cover letter and resume to careers@peerinsight.com. Learn more about us at www.peerinsight.com