

Position Description: Consultant @ SDK

We're driven by purpose. Trust in the public sector is fractured. People are navigating splintered channels, changing communities and new technologies. The public sector is tasked with helping communities recover from a once in generations pandemic; creating equitable programs and systems that embed fairness and justice first; and imagining a future of public information and engagement for the post-truth era.

SDK's aim is audaciously earnest. We're helping to restore trust in the public sector by providing communications and engagement services make complex policy accessible and invites feedback in accessible, empowering ways. We leverage our unique strategy processes to ensure feedback shapes what's next and contributes to earning public trust.

We're breaking the mold. SDK is a new generation of consulting firm that shapes the direction of policies, projects and systems. We do this by building public voices and transparency into the work from day one.

Our processes marry best practices of design thinking and change strategy with tried-and-true communications and public engagement know-how. Our products are deceptively simple – meeting designs; engagement processes; bold visuals; interactive websites and more. Yet the results frames and strategies that fundamentally change how clients and people see issues.

SDK clients include a compelling mix of topics, high-profile projects and innovative agencies, foundations, cross-sector initiatives and more. When stakes are high and the future is uncertain, clients turn to SDK.

Are you the consultant we're looking for?

SDK is hiring a consultant to play a critical role in our growing team. This role is client-facing consulting position. The person who will excel in this role earns trust and respect with people of all backgrounds, identities and experiences. You might be a great fit if:

- You are a person of impeccable integrity who earns trust and cares for relationships.
- You love imagining the big picture and sweating the tiniest details in equal measure.
- You're never afraid to do the hard work needed to create great results – and you've got your own set of accomplishments to prove it.
- You're equally at home (and skilled at) setting calendars and tracking weekly timelines -- and leading client team meeting to imagine the world five years from now.
- You write accessibly and clearly. You know great work is about the feelings we spark in others, not an exercise of ego.

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- You're a team player comfortable working with executives and front-line staff, engineers and social workers, and everyone between. You own your expertise and bring out the best in the talents of others.
- You're comfortable navigating multiple agencies or organizations for one project to produce impeccable products everyone is proud to contribute toward.
- You understand that true solutions must be equitable and intersectional. Period.
- You're skilled managing diverse teams with equally diverse skills and expertise to hit milestones.
- You think big and see around corners.
- You have your finger on the pulse of culture and know how to separate the signals from the noise

About the Role:

This position is critical in the day-to-day operations of SDK and its clients. You will serve as the prime intermediary between assigned clients and the SDK team for implementing all project components. This position reports to the Founder and CEO and interfaces regularly with leaders from community organizations and across the public sector.

Specifically, this person will work on the following tasks:

Project Consultation (40%):

- Provide ongoing customer service to the clients, often operating within complex teams of multiple organizations, departments or across coalitions
- Collaborate with company principal to set team goals
- Work with Principal to help facilitate cross-sector or multi-agency meetings and guide shared decision making
- Prepare and organize notes from diverse stakeholder meetings. Work with principal consultant to distill notes into key themes, plans, strategies and action items

Research and Writing (40%):

- Distill information from focus groups, surveys, and other methods using SDK's customized tech stack and analysis methods.
- Work across cultures and languages to elevate community voices and distill key insights that change the way we see policy issues.
- Participate in stakeholder and opinion research by conducting interviews, drafting online survey questions and analyzing survey responses (filters and cross tabs), conducting media audits, and media / social media content analysis.
- Draft findings reports and design compelling visuals to illustrate strategic insights
- Contribute to conclusions and strategic recommendations

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Help build SDK (20%)

- Contribute to business development by drafting proposals
- Draft articles, presentations, newsletters or other materials that illustrate SDK's intersectional and innovative approaches and impact
- Recommend system improvements, detail processes, and coach junior staff to ensure that SDK is always delivering impeccably

Must-Have Qualifications

- Fast learner able to grasp and convey the high points of complex systems or policy without getting lost in the weeds
- Strong organizational skills, managing multiple competing deadlines with attention to detail
- Strong analytical skills
- Minimum 5 years progressive experience in research (market research, qualitative interviews), community engagement, or community-driven strategy role
- Proven track record of distilling complex information into accessible formats without compromising content
- Deep commitment to contributing toward public trust through transparent, accessible and equitable processes
- Excellent writing skills
- Excellent customer service and attention to relationship-building
- Thoughtful diplomacy to successfully manage strong, passionate opinions in constructive ways and discretion to respect client confidentiality
- Bachelor's degree in Sociology, political science, public policy, public health or other fields with attention to systems-thinking and the human condition.

Even Better If You Have:

- Knowledge of Minnesota state and local government structure and culture
- Master's degree in public policy, public health, social work (community-oriented) or similar field with attention to the human condition.
- Experience with Microsoft suite, customer relationship management technology, online facilitation tools, and project management software.

About SDK:

SDK is on a mission to restore trust in the public sector. We're intersectional, equitable, and always looking to the future. We apply our proven methods across countless topics – transportation's impact on communities; trust in public voting; correction system reform; voting rights in Indian Country; building prevention into the healthcare system; digital inclusion; reframing equity in aging and more.

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Services are focused in three areas:

1. **Strategic Engagement + Research:** SDK helps clients engage across agencies and the public to understand a variety of needs and perspectives, place that input in a broader context, and support clients to ensure engagement processes inform solid decisions.
2. **Training + Capacity Building:** SDK has developed interactive trainings and workshops that help clients to build effective relationships with broad and diverse communities; communicate effectively in the splintered media environment; manage high-stress situations like public meetings and testimony; and more.
3. **Complex Project Management:** SDK manages leadership teams, coalitions and task forces to set shared strategies. SDK also translates the input of public engagement processes, and sophisticated data analysis into tools the public understands. We leverage public insights to help clients and teams manage technical experts in new ways and create innovative approaches to delivering public services.

Want to Apply?

Great! We're excited to hear from you.

This position requires impeccable attention to detail. Please follow instructions exactly.

- Send an email to Hello@SDKcommunications.com
- Include three items: Resume, an amazing writing or project sample, and links to relevant social media (e.g. LinkedIn, blogs, Twitter)
- In the body of the email provide a brief (5 sentence) statement about why you're primed to excel in this role from day 1.