

JOB DESCRIPTION

POSITION: Process Enablement Consultant

REPORTS TO: Director of Process Enablement / SVP Operations

PRINCIPAL PURPOSE OF POSITION

The Process Enablement Consultant supports the execution and delivery of Talent AI as a Service by managing sourcing campaigns and serving as a key liaison between internal teams and clients. This role is ideal for someone eager to learn, highly organized, and tech-savvy, with strong communication and problem-solving skills.

The consultant is responsible for creating and managing Talent AI campaigns, assisting with internal intake and process flows, supporting training initiatives, and providing day-to-day technical and operational support. This is a dynamic, fast-paced role with the opportunity to grow at the intersection of talent acquisition and recruiting technology.

60% Administrative, Operational Support & Campaign Execution

- Participate in job intake sessions and calls with internal recruiters and hiring teams to gather detailed campaign requirements.
- Convert job orders into AI-powered sourcing campaigns using internal tools and automation workflows.
- Create, update, and throttle campaigns based on hiring needs, feedback, and pacing requirements.
- Monitor Talent AI workflows, campaign performance, and applicant flow daily to ensure optimal engagement and follow-up.
- Schedule and support interviews between candidates and internal stakeholders.
- Conduct resume pulls and source from CRM alumni and active prospect databases using automated outreach strategies.
- Check and respond to emails promptly; manage communication across Teams and internal channels.
- Provide real-time tech support and troubleshooting, including product testing and escalation when needed.
- Support internal working sessions, branch check-ins, impromptu and last-minute meetings.
- Create and maintain training guides and operational documentation.
- Participate in planning and delivery of new hire training and onboarding sessions.
- Execute last-minute projects as needed while maintaining attention to timelines and details.
- Contribute to internal newsletters and updates highlighting process updates, tips, and insights.

30% Sales & Engagement Enablement

- Partner with sales teams to support Tech Talks and “Hoist the Sales” calls through planning, execution, and follow-up.
- Monitor and report on SalesHub clicks, HubSpot leads, and campaign engagement from a sales enablement perspective.
- Create and share Teams channel engagement posts that highlight success stories, new features, and campaign milestones.
- Participate in strategy discussions and working sessions to align Talent AI efforts with sales objectives.
- Serve as a resource during market calls, helping connect Talent AI capabilities with revenue-generating initiatives.
- Maintain alignment with marketing and sales on messaging, tone, and positioning of Talent AI across all campaign touchpoints.

10% Client Support, Analytics & Optimization

- Conduct personalized demos (“Micro and Macro Demos”) to introduce clients and colleagues to Talent AI capabilities and how the features and benefits of TTAI can support hiring efforts.
- Analyze campaign data to identify trends, gaps, and optimization opportunities; provide insights and recommendations.
- Provide responsive support for internal teams, resolving campaign and tool-related issues efficiently.
- Track platform performance, monitor candidate flows, and ensure consistency in service delivery.
- Maintain documentation, templates, and demo materials for campaign processes and best practices.
- Attend team meetings and market calls to contribute feedback, report metrics, and share platform or process updates.
- Stay up to date on new Talent AI platform features, industry trends, and automation best practices.
- Support compliance by remaining informed of federal/state regulations related to employment practices and candidate data handling.

Qualifications

- 1–3 years of experience in a professional setting (recruiting experience not required).
- Strong organizational skills with attention to detail and follow-through.
- Clear written and verbal communication skills, especially in a collaborative, team-based environment.
- Comfortable presenting to others in virtual settings (Zoom, Teams, etc.).
- Curious, tech-friendly, and excited to learn new systems and processes.
- Ability to multitask, manage timelines, and adapt to changing priorities.
- Interest in recruiting technology, marketing automation, or data-driven operations.