



Announcement of Position

Director of Change Management and Implementation

CGR is a consulting organization that partners with public and nonprofit leaders, providing data-driven insights and tailored solutions to build stronger communities. Our vision is that all communities are safe, equitable and thriving and we work to achieve that with our clients.

We are adding to our team of highly skilled, adaptive and effective research consultants, inviting applications for Director of Change Management and Implementation.

The Director will help develop and lead CGR's new practice area focused on organizational transformation, financial health, and strategic restructuring. This leader must possess a unique blend of technical acumen and organizational expertise, as well as the ability to analyze complex datasets while simultaneously navigating the human elements of institutional change. The successful candidate will be able to focus on the "people side" of change, preparing and equipping individuals to transition through changes in business processes, systems, and organizational structures. The Director will act as a coach for senior executives and project managers with client organizations, helping them fulfill the role of change sponsors while minimizing resistance and maximizing ROI for complex institutional shifts.

This role centers on generating high-impact change and actionable strategies to influence public policy, promoting transparency and fostering sustainable financial and operational practices for local governments and nonprofit entities across New York and the Northeast. The director will help clients transition through complex shifts, such as organizational restructuring, infrastructure overhauls, and evolving regulatory landscapes, ensuring that changes minimize friction and result in long-term stability.

At CGR, we are committed to a healthy and inclusive work culture that values each person's contributions and to growing the capacities of our team to support positive change in communities. With the variety of projects and clients at CGR, staff members continuously expand their skills and knowledge.

The candidate should be able to demonstrate effectiveness in building relationships with clients and/or partners, and furthering principles of diversity, equity and inclusion. Experience working with diverse and marginalized populations is valued and bilingual candidates are encouraged to apply.

Key Qualifications: At least 10+ years of progressively responsible experience in change management, organizational development, or consulting; a bachelor's degree in organizational psychology, social science, business or another relevant field is required. An MBA or Master of Applied Psychology (MAPP) is highly preferred or equivalent practical



experience; demonstrated research and analytical skills; strong project management and communication; supervisory experience; professional designation in change management (e.g., PROSCI, ADKAR, CCMP, or ACMP) is strongly desired; mastery of change management methodologies, impact assessment tools, and familiarity with project management lifecycles; exceptional active listening and communication skills; the ability to influence stakeholders at all levels, from front-line staff to C-suite and Board leadership; organizational skills; exceptional writing and public speaking skills; ability to translate complex information for public officials, organizational leaders, the media, and the general public; and mastery of Microsoft Excel or similar tools.

Position Responsibilities: Leading change management projects, partnering with CGR senior leaders and project managers on engagements, managing project teams and producing deliverables such as reports; conducting applied research including data collection and analysis; facilitating interviews and focus groups; presenting deliverables including reports and presentations; reviewing and editing team members' work; managing projects to budgets and timelines; supervising other research staff; developing project proposals and securing contracts; and building relationships with potential clients. While this position is meant to focus on change management and implementation, the Director will likely also be assigned projects in other research areas such as local government operations.

Specifics: This is a permanent, benefits-eligible full-time position, with opportunity for growth. CGR's office is in Rochester, NY. This position can be based anywhere in the Northeast United States with the ability to travel for project work and to Rochester for occasional team activities. The starting pay range is \$90,000-\$105,000 per year. Highly qualified applicants interested in less than full-time positions will be considered.

Travel: CGR works for communities throughout New York, the Northeastern United States and beyond. Travel may be required on a project-by-project basis, and candidates must possess a valid driver's license or the ability to secure one before employment.

CGR Statement on Diversity: CGR values diversity from all backgrounds and seeks to create a welcoming workplace that attracts and retains a wide variety of talented people with different perspectives and new ideas. We value diversity among all dimensions of human experience, including gender, race, color, religion, gender identity, national origin, differing abilities, gender expression, veterans, socio-economic status, and sexual orientation. We believe diversity improves the quality of our work and the communities we are part of, making an important statement about the inherent worth of every individual. CGR endeavors to create a respectful, inclusive and welcoming workplace as the ground on which a truly equitable and diverse organization flourishes. CGR takes responsibility by being aware of the consequences of its actions, by having open dialogues, and holding all levels of the organization accountable for diversity work to minimize the burden on individuals (particularly those from marginalized and under-represented populations and cultures) to advance diversity goals. Creating an excellent workplace climate is a key priority for achieving our organizational diversity goals.

To Apply: Submit a cover letter, resume, and [applicant self-identification form](#) via email to kyorks@cgr.org. The self-identification form can be found [here](#). Additional information about CGR is available at www.cgr.org.

APPLICATIONS WILL BE CONSIDERED UNTIL THE POSITION IS FILLED.