

STOP SEARCHING
START BUILDING



Director of Search Operations

HIGHLY CONFIDENTIAL — The information in this position description is highly confidential. Please consider that this email contains confidential and/or privileged information. Any unauthorized copying, disclosure or distribution of the material in this email is strictly prohibited. Candidate shall not disclose to any person any confidential information concerning this position. If you are not the intended recipient (or have received this document in error) please notify the sender immediately and destroy this document.



POSITION DESCRIPTION



ROLE: Director of Search Operations
LOCATION: Open - US
WEBSITE: www.zrgpartners.com

■ SITUATION OVERVIEW:

ZRG Partners, LLC, a global mid-sized talent advisory firm, is seeking to hire three Director of Search Operations responsible for overall operational best practices in executive recruiting. This is a compelling leadership opportunity for someone with a strong understanding of every aspect of a successful search, from client kick-off to research, recruiting, and client management.

■ ABOUT ZRG PARTNERS, LLC:

Founded in 1999, ZRG is a global boutique retained executive search firm with a data-driven approach to leadership, assessment, and selection. The parent company, ZRG Partners LLC, is headquartered in the New York tri-state area and is privately held and incorporated in the United States. ZRG was established as an innovator in the executive search field, blending traditional best practices in leadership recruitment with data analytics to enhance the evaluation of executive-level candidates.



[Click here](#) to watch our story.

ZRG combines the expertise of more than 110 Managing Directors with a robust candidate research and recruitment team. With over 400 employees and more than 28 offices in North America, South America, Europe, Asia Pacific, and Middle East/North Africa, ZRG offers sector and region-specific expertise along with international reach. ZRG's team is composed of diverse and talented professionals committed to recruiting the same on behalf of our clients.

ZRG was founded on the principle that good information and process excellence are the cornerstones of any successful human capital decision. Their compelling platform offers a strong focus on data and analytics embedded into the search process. The firm's regional, national, and



POSITION DESCRIPTION

global footprint and senior team synergies provide the best talent solutions to ensure value throughout the hiring process.

The firm has a timely and unique value proposition centered on data and analytics in the hiring process through its proprietary Z Score process. This data-driven hiring process, combined with solid executive search discipline, has disrupted the market, and created an emerging leader that is poised for continued growth.

ZRG is known for innovation and creative solutions. In a market where it is difficult to see true differentiation, ZRG has succeeded in separating itself from the pack with creativity and innovation.

THE ZRG DIFFERENCE: A GLOBAL TALENT ADVISORY FIRM

<p>\$160+ Million in Revenues</p> 	<p>Fastest Growing Global Search firm 2 of the past 4 years</p> 	<p>400+ Teammates around the world</p> 
<p>Strong Financial Backing. 2 PE firms and Pension Fund</p> 	<p>Tech Enabled and Data Driven Delivery</p> 	<p>Global work completed in over 35 countries</p> 
<p>Some well known clients</p>  <p>    </p> <p>   </p>	<p>Partnering with Top PE firms, family offices and sponsors</p>  <p>   </p> <p>   </p>	<p>Aligning with mission driven organizations and market disrupters</p>  <p>    </p> <p>    </p> 

POSITION DESCRIPTION

■ POSITION:

The Director of Search Operations will be responsible for leading a team of recruiters, researchers, and project coordinators and ensuring that the company's operations within a "pod" of practices are working within the company's standards and goals. Additionally, this person will align business objectives with employees and manage the company's day-to-day functions using guidance, supervision, and leadership related to operational procedures.

Responsibilities include:

Staffing and Resources – Keep the team engaged and productive

- Ensure that our levels of staffing in research and recruiting fit the business needs and individual MD and practice nuance
- Work with the industry practice team as a direct leader, providing coaching, mentoring, training, and support
- Provide performance reviews and development
- High communication with the head of operations, detailing resourcing solutions and proactively surfacing any troubled searches, teams, or issues

Productivity and Client Satisfaction – know where everything is every day!

- Ensure ZRG level of investment and recovery matches the model
- Monitor workflows to ensure resources deployed on projects make sense (research levels, recruiting spend)
- Project management support for searches out of norm / search crisis situations
- Work with new hires for the first two projects to ensure alignment to ZRG norms

Liaison and interface with MDs, clients, and search teams to ensure top quality results and consistent processes

- Diagnose and coach through problems
- Seek creative solutions

System Guru

- Know our systems and tools inside out so we are maximizing every investment dollar and productivity lever we have
- Ensure system usage and user training

Support of Growth Plans

- Be involved in the managing director selling and onboarding process



POSITION DESCRIPTION

- Be part of the forecasting resource needs, building a talent pipeline
- Have a slew of outsource options ready for spikes and valleys

Research and Recruiting Refinement

- Improve research and recruiting functions and leadership models for the firm as we grow

R&D Center around new concepts and ideas in search operations

- Constantly test and try new products, ideas and outsource concepts to seek improvement

QUALITIES OF THE IDEAL CANDIDATE:

- Strong understanding of every aspect of a successful search, from client kickoff, research, recruiting and client management
- A confident personality that can work with various levels of partners and engage and resolve issues in a positive way
- Someone with strong problem-solving skills that can support process improvement and search problem diagnosis
- Strong people skills to manage and motivate a team who can serve as leader, coach and mentor to the team
- An excellent developer of talent
- A strong system sense and ability to maximize Invenias for business use and support the team's effective processes
- Detail Oriented
- High Energy
- Passionate about the cause of ZRG and our goals
- Can work through tough situations and personalities and focus on the goal

REQUIREMENTS:

- Bachelor's degree preferred
- Knowledgeable in all aspects of retained recruiting; research, recruiting, business development in a client-facing capacity
- Minimum of 10 years of retained search experience
- Ability to manage and direct all search disciplines, including name generation, recruiting processes, system usage, client interactions, search conflict resolutions
- Be a strategic partner to Company Leadership in effectively resourcing that ensures excellent client execution along with profitability for the company



POSITION DESCRIPTION

■ WHY IS THIS A COMPELLING POSITION FOR A TOP QUALITY PROFESSIONAL TO CONSIDER?

- Strong growth story as a mid-sized, global talent advisory firm with size and scale;
- Opportunity to work side by side with talented, motivated, and intellectually stimulating colleagues;
- Work in a collaborative environment with supportive flexible working arrangements;
- Value proposition: Outstanding proprietary product offering with Zi Platform that changes how companies think about hiring and provides clear differentiation on search firm selection;
- Compensation offering that provides strong rewards for superior performance;
- The culture is collegial and supportive, a no jerks culture;
- Leadership has long-term growth mentality and history of building successful businesses – patiently and the right way;
- Commitment to an expanding Global Platform solution;
- Deeper Client Relationships: Work executed on Board / C-Suite to VP and Director level;
- The management style is ideal for those who value “independence and hands-off management,” yet want support, teammates, and infrastructure.
- CEO has extensive business experience growing businesses from scratch, through IPO and Scale, and is hands on in the business;
- ZRG is attracting top search billers with an attractive culture, value proposition and environment creating a new catalyst for accelerated growth;
- The firm is on pace to grow to \$500M over the next 5 years;

■ COMPANY IN THE NEWS:

- [ZRG Acquires Terra Search](#)
April 11, 2022
- [ZRG Expands into Australia](#)
April 05, 2022
- [ZRG Acquires RoseRyan, Inc.](#)
April 04, 2022

FOR MORE INFORMATION, PLEASE CONTACT:

Marianne McNamara
SVP - Global Talent Acquisition & Partner Recruiting
E: mmcnamara@zrgpartners.com
O: [\(978\) 707-5931](tel:(978)707-5931)