



Student Consultant Expectations Agreement

I commit to the following:

1. Fully support the mission of CFL: *Through meaningful coursework, practical experiences, and mentoring, the Center for Leadership guides students to discern their calling, develop their gifts, and grow as servant leaders.*
2. Live out the program tagline - *outstanding value for clients; invaluable experience for students* - by striving for excellence as a consultant to our Clients and by being receptive to guidance and mentoring from my project Coach.
3. Be a positive ambassador for Hope College and the Center for Leadership.
4. Execute the *Student Consultant Job Description* (attached) with excellence.
5. Understand the contents of the *CFL Consulting Guidebook* and use the recommended processes and tools on each project.
6. Respect the Guidebook and other CFL documents as proprietary intellectual property of Hope College and the CFL.
7. Accurately track my time and submit hours according to Hope College Human Resources guidelines and deadlines.
8. Agree to the hourly rate established by Hope College and the CFL Program Manager.
9. Agree to serve multiple semesters (minimum two). Seniors are exempt.

Approval

With my signature I indicate my commitment to the terms of this Agreement.

Name: _____

Signature: _____ Date: ____/____/____



Student Consultant Job Description

General Purpose

The Student Consultant actively contributes as a member of a small, interdisciplinary project team of Hope College students to understand identified challenges and develop options and solutions for clients in both nonprofit and for-profit settings. Under the guidance of a Project Coach and support from a Subject Matter Expert (SME), the Student Consultant develops critical life and work skills/competencies while ensuring clients receive outstanding value and agreed-upon deliverables.

Responsibilities

- Under the direction of the Project Coach, develop an understanding of the client's business, business goals, and the business challenge(s) to be addressed by the project team. Develop understanding of the project scope, deliverables, approach, etc., as documented in the Statement of Work (SOW).
- Partner with teammates to understand and implement a detailed project/work plan based on the SOW. May assist in the development of the project/work plan.
- Gather data, conduct research (online and/or through interviews), synthesize information, and develop recommendations based on the SOW and project plan. Help to prepare for and make formal presentations to the client.
- Actively engage with the client throughout the project. Seek feedback from the client and make course corrections, as needed, to ensure a successful project.
- Professionally represent Hope College and the Center for Leadership in all client interactions.
- Actively participate in team meetings and presentations.
- Complete assignments on time and with excellence.
- Ensure timely and effective communication with Project Coach, Subject Matter Expert (SME), client, and team members.
- Demonstrate behaviors that contribute to strong teamwork and performance, e.g., active listening, willingness to help when needed, cooperation, effective conflict resolution, etc.
- Demonstrate openness to feedback, coaching, and mentoring.

Qualifications

- Currently enrolled Hope College student.
- Successful experience working on projects in a team setting; demonstrated ability to work independently and as part of a team.

- Demonstrated ability to use office automation software and tools (e.g., PowerPoint, Excel, Word); experience with Google Drive, Calendar, and Sheets preferred.
- Knowledge of, and experience with, library research resources a plus
- The ability to effectively deal with ambiguity, change, and uncertainty; to comfortably deal with concepts and complexity; and to learn quickly when facing new problems or unfamiliar tasks.
- Demonstrated ability to stay on task, focus on highest priority work, and use time wisely.
- Perseverance, energy and drive, and a focus on the bottom line.
- The ability to effectively manage diverse relationships, including with peers, customers, and those in positions of authority.
- Written and verbal communication skills; the ability to get messages across clearly and effectively; good listening skills.
- Demonstrated commitment to self-development.
- Creativity, critical thinking, and problem solving skills are important within the team.

Time Commitment

Projects typically are completed within one semester and require approximately 6-10 hours per week depending on the project's depth and difficulty.

Experienced Consultant

This experienced Student Consultant has the same job description as a Student Consultant, but earns a higher wage to reflect their previous job experience.

Student Consultant Lead Addendum

Additional Lead Responsibilities

- May actively participate with the client and Project Coach in the development of the Statement of Work (SOW).
- Assumes some of the team and project leadership responsibility as appropriate and assigned by the Project Coach. For example, under the guidance of the Project Coach, may take a leadership role in establishing and operationalizing the project team's work plan, scheduling and leading team meetings, client interactions, etc.

Additional Lead Qualifications

- One or more semesters of successful consulting project experience with Hope College's Center for Leadership with recommendation of a Project Coach.
- Coursework and/or successful experience in building and leading teams is very helpful.
- Project management skills preferred.
- Demonstrated skill in building effective relationships with all kinds of people in various settings.