



EggNest.ai
1705 N 8th St.
Grand Junction, CO 81501
[+1 970-239-1480](tel:+19702391480)

EggNest.ai AI Outcomes Manager

Greater Denver or Grand Junction, Colorado.

About EggNest.ai

EggNest.ai is a human-led, AI-powered services partner helping organizations turn AI Workplace Platforms into a living, evolving capability, not just a deployed tool. We are a certified Glean partner, and we co-sell Glean software alongside our professional and managed services to ensure customers achieve real adoption, measurable ROI, and long-term value.

We work shoulder-to-shoulder with Glean's sales and customer success teams, operating as an extension of their go-to-market motion while owning implementation, enablement, and continuous optimization. Our team is built by operators who have scaled global services organizations, and we bring that discipline to enterprise AI.

As Glean specialists, we enable knowledge across systems and teams - turning ambition into measurable results. We're operators, not traditional consultants: real people, amplified by AI, delivering real results for our customers every day.

The Role

The AI Outcomes Manager (AIOM) is a consultative, managing-consultant role at the center of EggNest.ai's promise: turning AI investments into sustained, measurable outcomes. Rather than focusing on packaged software delivery, you will own the business side of AI adoption for our customers—capturing needs, shaping roadmaps, and ensuring each deployment is tied to clear value.

You will partner closely with customers, Glean teams, and EggNest's delivery and engineering groups to advance AI adoption on customer roadmaps, design and oversee business-focused AI agents, and identify opportunities to improve EggNest's own service delivery workflows. You will also contribute directly to EggNest's Intellectual Property Library by shaping delivery artifact templates and reusable AI agent patterns that can be applied across engagements.

This role is ideal for someone who blends consulting, product thinking, and light technical fluency—someone who can talk to executives about outcomes, talk to engineers about requirements, and stay close enough to the work to know what's truly landing with users.

What You Will Do & Achieve

- Lead customer discovery and outcomes definition



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- Engage directly with business and technical stakeholders to understand their goals, workflows, and constraints.
- Translate those insights into clearly defined AI use cases, success criteria, and adoption roadmaps tied to measurable business outcomes
- Own the AI adoption roadmap for your projects
 - Build and maintain a prioritized backlog of AI initiatives across search, agents, automations, and knowledge management.
 - Sequence work in partnership with EggNest delivery, Glean teams, and customer sponsors to move from initial deployment to scaled, continuous value.
 - Manage the customer journey and projects using our Service Delivery platform.
- Design and steward business-focused AI agents
 - Define the purpose, personas, data sources, guardrails, and evaluation criteria for AI agents that support concrete business workflows (e.g., support triage, sales enablement, internal knowledge advisors).
 - Collaborate with AI Engineers and Solutions Architects to ensure agent designs are technically feasible, grounded in real customer data, and tuned for adoption—not just demos.
- Identify and improve service delivery workflows at EggNest
 - Observe how engagements run—internally and with customers—and identify friction, handoff gaps, and repeatable patterns.
 - Propose and help implement workflow improvements, including new or enhanced AI agents, playbooks, or templates can streamline delivery and increase quality.
 - Manage internal projects when appropriate.
- Contribute to delivery artifact templates and IP
 - Co-create and refine delivery artifacts (e.g., discovery templates, outcome maps, agent design canvases, runbooks, success metric dashboards) that make our work repeatable and scalable.
 - Capture patterns and lessons learned into EggNest’s AI Agent Library and broader Intellectual Property Library so future engagements can move faster and more confidently.
- Act as the primary consulting face of delivery for key engagements
 - Serve as the day-to-day outcomes owner on projects: running working sessions, aligning stakeholders, and ensuring we are always tracking back to the “why” behind each implementation.
 - Partner with technical leads (CTO, AI Engineers, Solutions Architects) to connect business expectations with the practical realities of implementation.
- Measure, communicate, and share results
 - Define and track KPIs for AI initiatives (adoption metrics, usage patterns, business impacts).
 - Regularly communicate progress, insights, and recommendations to customers and internal leaders; adjust roadmaps based on what’s working and what’s not.



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- Collaborate deeply with Glean and partner ecosystems
 - Align with Glean's sales, customer success, and product teams on shared customers and joint motions, ensuring AI outcomes work amplifies the broader partnership.
 - Bring structured feedback from the field back into EggNest and partner roadmaps.
- Champion a human-led, AI-powered delivery culture
 - Model the combination of empathy, rigor, and curiosity that defines EggNest.ai—keeping the work grounded in real people and real problems, not just technology for its own sake.

Required Knowledge, Skills & Experience

- 3+ years in consulting, customer success, product management, or similar client-facing roles in enterprise technology, with meaningful time spent owning outcomes (not just delivering tasks).
- Demonstrated experience leading discovery and defining roadmaps for complex technology initiatives, ideally in data, knowledge management, automation, or AI contexts.
- Strong ability to translate between business and technical stakeholders - turning executive goals into concrete, implementable workstreams, and explaining constraints and tradeoffs in clear, non-technical language.
- Familiarity with enterprise AI, knowledge management, or digital workplace platforms
- Comfort working with AI agent concepts (e.g., use-case definition, prompt/agent design, retrieval contexts, evaluation metrics) and partnering with engineering teams to bring agents from concept to production.
- Proven track record of facilitating workshops and working sessions (discovery, prioritization, journey mapping, adoption planning) with cross-functional stakeholders.
- Strong analytical and storytelling skills, including the ability to:
 - Define and track metrics tied to business outcomes.
 - Synthesize qualitative and quantitative data into clear recommendations and narratives for customers and internal leadership.
- Experience working in services-led or partner-first go-to-market environments, ideally alongside software vendors or within ecosystems where services and products are tightly coupled.
- Excellent written and verbal communication skills, including comfort presenting to executives, running structured meetings, and producing clear documentation and templates that others can use.

Nice to Have

- Direct experience working with Glean or similar AI workplace platforms (enterprise search, AI assistants, knowledge graph platforms) in an admin, consulting, or outcomes role.
- Background as a managing consultant, engagement manager, product owner, or customer success leader on complex SaaS or data/AI programs.



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- Prior responsibility for designing and/or managing AI agents in production (e.g., support bots, knowledge assistants, workflow agents), including evaluating performance and tuning for adoption.
- Experience contributing to or owning service playbooks, delivery methodologies, or consulting templates, especially in early-stage or high-growth environments.
- Familiarity with light scripting or low-code tools sufficient to collaborate effectively with engineers and understand technical implementation options.
- Experience in managed services or ongoing operations work, where value is created over time through continuous optimization, not just one-time projects.

Work Location

- **Must reside in Greater Denver or Grand Junction, Colorado.**
- **Hybrid work environment with remote and in-office/co-working space responsibilities.**
- The ability to collaborate across time zones and align with customer or partner schedules is required.

Compensation & Benefits

- Competitive Salary
- Healthcare Benefits
- 401(k)
- Flexible time-off policy
- High-trust, transparent culture with significant growth opportunity

If you're energized by owning AI outcomes - not just running projects, enjoy working in partner-driven environments, and want to help enterprises move from AI curiosity to real results, EggNest.ai is the place to build.