Implementation Manager

Description

About Us: We deliver the most advanced and flexible learning experience for certification, credentialing, test prep, continuing education, and training. Our cloud-based learning platform helps training organizations, associations and the extended enterprise deliver a highly engaging and effective learning experience for individuals looking to advance their careers. We incorporate the latest in learner-centered technology, including personalization, gamification, data science, usability and omni-channel delivery.   Weâ??re sitting in a pivotal time in the BenchPrep history. The number of learners on our cloud-based learning platform has reached nearly 11 million as of 2024. Weâ??re committed to helping people learn better, and that starts with our own people. This position is remote (along with all of our BenchPrep positions).   About the Role: As an Implementation Manager on the Professional Services team, you will be responsible for leading and managing software implementation-related projects for new and existing customers.   You will collaborate closely with multiple resources and customers to manage and deliver project outcomes.   This requires project management responsibilities, product expertise and working closely and collaboratively with customers to design and deliver product solutions. You are expected to be a trusted consultant and advisor to customers in implementing all aspects of the BenchPrep platform. The mission of the Professional Services team is to help our customers launch and grow on the BenchPrep platform. Ultimately, supporting business goals via NRR services, ARR services, and high customer satisfaction scores in support of renewals.   In this role, you will: Lead and/or support multiple software implementation-related projects that vary in length and complexity Own and manage processes & schedules (build the schedule; edit and adjust it weekly, track status and delivery of content all deliverables, contributors, dependencies, and risks; ensure team-wide visibility) Document all project artifacts and ensure that they are completed, organized, and stored appropriately Plan, identify and evaluate SMEs and vendors as needed Efficiently allocate and manage resources across projects to meet timelines and deliverables. Monitor and strive to achieve high levels of customer satisfaction through exceptional project delivery and support Demonstrate a deep understanding of the BenchPrepâ??s features, functionalities, and applications via solution design, consultation & training to customers and internal teams, as needed Administer, configure and test the platform based on customer solution requirements Establish positive and productive relationships with customers and internal stakeholders Be accountable for all project-related customer communication (including scheduling/running meetings, email communication and sometimes chat) Track SME and vendor budgets throughout a project (if applicable) Empower, motivate, and support team members to do their best work in the creation and delivery of impactful, well-designed content   Skills and experiences we value: 5+ years of project management experience preferably in an enterprise SaaS environment. 5+ years in a customer-facing role 5+ years helping customers design and implement SaaS solutions Direct and heavy client-facing experience working with various project stakeholders. The ability to communicate (written & verbal) clearly, professionally and effectively with any/all project stakeholders Highly organized, process-driven, and analytical in nature with outstanding project management skills. Highly tech-savvy and able to learn software quickly Excels in delivering multiple concurrent projects, with excellent communication, and with timely, quality, and efficient results to multiple project stakeholders. Proficiency using G-suite, Confluence, Jira, and Smartsheet. Data-driven: comfortable with data, analysis, and reporting. CAPM, PMP Certifications a plus.   Performance metrics include: Customer satisfaction Ability to demonstrate product expertise Delivering project outcomes on time and within budget Ability to

Hiring organization
BenchPrep

Job Location
Chicago, Illinois, United States

Base Salary
$ 77500 - $ 107500

Date posted
June 12, 2024

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manage multiple projects concurrently (4-6+)   **Note: We know that excellent candidates can have all sorts of backgrounds and experiences, so please donât hesitate to apply even if you donât meet 100% of the listed requirements. And check out our blog post to learn more about inclusion at BenchPrep in the Engineering team." Life at BenchPrep: We work at BenchPrep because weâre dedicated to the mission, and each day we have an opportunity to be challenged and learn. We work hard and have lots of fun. Culture is our lifeline at BenchPrep. We celebrate our people, both professionally and personally. We care about learning so much that we offer employees $1,200 annually to develop their skills so they can continue to operate everyday with new skills. Itâs no wonder we were selected in Incâs Best Workplaces of 2024 and Crainâs 2020 Best Places to Work in Chicago lists.   We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. We are looking for high performing and motivated professionals who are excited about the chance to leverage technology to impact the lives of millions of learners.   Join us. At BenchPrep, we pride ourselves on offering a great total rewards package to each employee, including medical and ancillary benefits, potential for yearly bonus, stipends for work-from-home expenses, flexible paid time off (our version of unlimited PTO), annual professional development stipend dollars, and of course, a competitive base salary. The salary range for this position is between $75,000 – $90,000, and is set based on Chicago market data. Please note this refers to the amount BenchPrep is willing to pay at the time of this posting. For information on how we collect and dispose of information, please view BenchPrepâs privacy policy statement here. #LI-REMOTE #BI-REMOTEPlease mention the word **LOVER** and tag RMTguMjM3LjIwNC4xMTE= when applying to show you read the job post completely (#RMTguMjM3LjIwNC4xMTE=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com