

Implementation Manager

Department: Implementation
FLSA Status: Non-Exempt

Job Status: Full Time
Reports To: Chief Operating Officer

POSITION SUMMARY

This key position is client-facing and is responsible for all aspects of onboarding, implementation, and managing the initial stages of the client relationship. The Implementation Manager works closely with sales, client relations, payroll, human resources, and benefits administration to ensure successful implementations and seamless integrations for all new clients. An essential responsibility is to develop excellent client relationships in order to meet/exceed client expectations, demonstrate HR expertise, deliver superior customer service, and maximize employee onboarding efficiencies. The Implementation Manager will take a leadership role in project planning, staff coordination, web services set up, data collection, and customizing a best-in-class onboarding experience for new clients.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Duties

- Deliver best-in-class customer service to clients and employees at all times, with an emphasis on being responsive, professional, and accurate.
- Identify, formalize, and execute best practices in onboarding, implementation and project management in order to meet client HR and payroll needs.
- Take ownership of all components of onboarding.
- Develop detailed workflow procedures for implementation and onboarding.
- Schedule and facilitate implementation meetings in order to thoroughly understand and manage the new client conversion process. Communicate and mutually decide on acceptable onboarding timelines and identify key client expectations and deliverables.
- Schedule and facilitate internal implementation meetings to discuss new clients, custom HR solutions, expectations, and any unique challenges that the client may present.
- Maintain regular and open communications to ensure an understanding of client needs as well as requirements in relation to setup and implementation.
- Create and communicate a timeline for implementation with ongoing updates on progress.
- Track project deliverables using Microsoft Project or other appropriate tools. Estimate time frames and staff resources required to successfully implement new client starts. Develop and manage a project plan incorporating all client requirements and staff variables.
- Document client set-up requirements and provide timely follow up.
- Develop and create customized client and employee forms for ASO client.
- Request all necessary client conversion data and employee records.
- Direct, manage and ensure coordination of all aspects of implementation, including benefits administration, payroll, online services, training, data collection, and migration of existing HR requirements.
- Enhance and maintain effective communication with key engagement players including clients, insurance carriers and staff.
- Serve as an expert on implementation and onboarding, ensure client's expectations and requirements are clearly communicated, understood and acted upon.

- Plan and conduct external client training. Develop administrative and instructional material for clients and employees.

POSITION QUALIFICATIONS

Competency Statement(s)

- Project Management - Ability to organize and direct a project to completion.
- Change Management - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Resource Management (People & Equipment) - Ability to obtain and appropriate the proper usage of equipment, facilities, materials, as well as personnel.
- Systems Analysis - Ability to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Leadership - Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Judgment - The ability to formulate a sound decision using the available information.
- Creative - Ability to think in such a way as to produce a new concept or idea.
- Energetic - Ability to work at a sustained pace and produce quality work.
- Decision Making - Ability to make critical decisions while following company procedures.

SKILLS & ABILITIES

Education: Bachelor's Degree (four year college or university).

Experience: Two to four years related experience

Computer Skills

Proficient at MS Office. Microsoft Project and HRIS experience preferred.

Other Requirements

May be required to assist in the duties of other staff, as needed. Prior experience working for a human resource administration firm is a plus. Bachelor's degree in Human Resources or Business Administration is desired. May be required to work evenings and weekends as necessary.

Approval Signature: _____ Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.