



IMPLEMENTATION MANAGER – Accounting and Production

REMOTE

THE POSITION

This position is to select an Implementation Manager who will be a FAST Subject Matter Expert who will be responsible for conducting Training on all aspects of the FAST modules for the FAST system, including FAST Web, FAST Sales and FAST Design Studio Manager.

The Implementation Manager is expected to deliver Training on Master Files, Production and Accounting as well as process Training to the client's Team Leaders and end users, within the estimated hours agreed by the Customer. Additional tasks include Business Process Reviews, Vendor Seminars, Product Demo's and User Conference presentations. These tasks must be managed in a professional manner to ensure the achievement of customer departmental revenue targets.

JOB RESPONSIBILITIES

- Coordinate with the Director of Professional Services and the Project Manager to schedule and deliver Training
- Conduct end-user training as needed by the company's client base
- Make best efforts to ensure a successful implementation
- Strong ability to manage tasks, with excellent organizational and communication skills
- Develop a close working relationship with each customer's Team Leaders and Team Members to ensure project timelines and deliverables are on track
- Provide feedback to the Director of Professional Services to improve the overall implementation process. Additionally, keep the Director of Professional Services updated on any critical issues
- Develop and document procedures resulting in repeatable processes which improve the success of the overall implementation
- Work with the designated Project Manager to resolve any issues and / or delays to reduce the impact on the client and ensure a timely implementation
- Pro-actively manage the training backlog to ensure the achievement of personal and departmental revenue goals.
- Contact existing clients and encourage them to schedule additional Training to ensure that all Departments for all Customers are maximizing utilization of the FAST system
- Participate and present break-out Training sessions at the Annual Customer Conference

JOB QUALIFICATIONS

- Bachelor's Degree and / or Accounting Degree preferred
- Strong problem-solving skills. Must be able to analyze information to make independent decisions quickly and effectively
- Excellent oral and written communication skills
- Ability to work in a Team environment



- Must be able to work remotely in a professional environment
- Ability to work on multiple tasks within a defined timeline
- 2-5 years of experience in a Professional Services or Support desk role
- Previous Accounting and Production experience in the homebuilder industry preferred
- Excellent organizational, time management and customer service skills
- Must be willing to travel
- Experience on the FAST system is a plus

THE COMPANY

Constellation HomeBuilder Systems (CHS) is the leading software vendor exclusively focused on the homebuilding industry. Our comprehensive suite of homebuilding software solutions ranges from production and accounting, new home sales and marketing, home warranty and service and homebuilder website solutions. It is North America's fastest growing and most successful provider of fully integrated information management solutions for homebuilders.

Our team is composed of experienced and motivated self-starters who enjoy the thrill of working in a fast-paced environment.

Our parent company is Constellation Software Inc. (CSI), a well-capitalized, publicly traded Canadian software company that specializes in vertical market software (www.csisoftware.com).

The CSI group of companies is a leading developer of technology solutions for vertical markets globally. We are a publicly traded company on the Toronto Stock Exchange (TSX symbol is CSU). We offer the benefit of working with a medium sized company while enjoying the support and opportunity of being part of a large organization.

To apply for this position, submit a resume to Human Resources at:

dan.yates@csiperseus.com

Please feel free to browse our website for further information at

www.constellationhb.com

“An Equal Opportunity Employer”

