

IMPLEMENTATION MANAGER
Constellation HomeBuilder Systems Corp.
Markham, Ontario, Hunt Valley, MD or Remote

THE COMPANY

As the largest provider of software and services in the building industry, Constellation HomeBuilder Systems has two goals: to empower builders with information to drive business objectives and to simplify the process of building homes and condos so our customers can maximize their return on technology investment.

We provide innovative solutions as standalone or integrated systems, and our team of home building software experts bridges the gap between construction and technology. Our software is built on the feedback and best practices provided by our customers – the best and brightest home builders across North America.

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 an aggressive growth-oriented company while enjoying the support and opportunity of being part of a large organization.

POSITION

The Project Manager is responsible for all aspects of new implementation projects. The Project Manager is expected to provide system setup services, end user training, and executive level project communication, while managing the scope and budget of the project, and changes to the project deliverables. These tasks must be managed in a professional manner to ensure the achievement of customer satisfaction and departmental revenue targets.

JOB RESPONSIBILITIES

- Manage multiple software implementation projects simultaneously
- Manage the project team including coordinating and allocating internal resources as needed to ensure a successful implementation
- Creating, maintaining, and distributing project documents including the project plan, schedules, deliverables, and financials.
- Strong ability to manage tasks, with excellent organizational skills
- Develop a close working relationship with customer's primary contact person at each customer site to ensure project timelines and deliverables are on track
- Provide feedback to the Director of Professional Services and other leaders to improve the overall implementation and keep them informed of critical issues as they arise.
- Develop and document procedures resulting in repeatable project management processes which improve the success of the overall implementation
- Resolve project issues and/or delays to reduce the impact on the client and ensure timely implementation.
- Negotiate modifications and/or trade-offs to project scope or delivery dates with client, based on project deliverables, contingencies, and predefined acceptance criteria.
- Explain implications of changes to project scope and/or objectives to client and management to ensure changes are understood and approved.

- Conduct end-user training as needed by the company's client base.
- Pro-actively manage the training backlog to ensure the achievement of personal and departmental revenue goals.

JOB QUALIFICATIONS

- Bachelor's Degree or higher 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.
- Ability to carry out multiple tasks within a defined timeline.
- Excellent organizational, time management and customer service skills
- 2-5 years of experience in a professional services or help-desk role preferred
- Previous experience with the procedures and processes of the homebuilder industry a plus
- BuildTopia or other homebuilding software experience a plus
- Must be willing to travel

In addition to the above role-specific requirements, we have expectations that apply to all our team members.

General Requirements:

- Honesty
- Confident and passionate, but no ego
- Patience with others
- Rational thinker with a curiosity for data and analysis
- Resourceful and willingness to utilize technology
- Ability to travel in North America for events and customer meetings

We are focused on changing the homebuilding industry through great software and services and are looking for exceptional people to join us.

You will be working closely with other team members, so working in Markham, Ontario, Canada or Baltimore, Maryland, USA is preferred. Remote candidates will be considered under the right circumstances.

To apply for this position please submit a resume and cover letter to:

Human Resources at dan.yates@csiperseus.com

"An Equal Opportunity Employer"