



Implementation Manager

NORTH AMERICA

THE POSITION

The Perseus Group, a division of Constellation Software (TSX:CSU), is seeking an Implementation Manager for the Constellation HomeBuilder Systems group. The role will report to the Director of Custom Development, Constellation HomeBuilder Systems. This role is perfect for an individual who is looking for a fast-paced environment that allows for rewarding challenges and a trajectory for long-term growth. If you are a strong performer looking for meaningful and challenging work, we would love to talk to you about this unique opportunity.

We are focused on changing the homebuilding industry through great software and services and are looking for exceptional people to join us. The Implementation Manager is responsible for all aspects of new implementation projects. The Implementation 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 Description 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 the 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 the client, based on project deliverables, contingencies, and predefined acceptance criteria.
- Explain the 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.
- Proactively manage the training backlog to ensure the achievement of personal and departmental revenue goals.



Job Description Skills and Requirements:

- 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 professional services or help-desk role preferred
- Previous experience with the procedures and processes of the homebuilder industry is a plus
- BuildTopia or other homebuilding software experience a plus
- Must be willing to travel Requirements:
- Honesty
- Confident and passionate, but no ego
- Patience with others
- A rational thinker with a curiosity for data and analysis
- Resourceful and willing to utilize technology
- Ability to travel in North America for events and customer meetings

Education

Bachelor's Degree or higher preferred

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 using this [link](#).

Please feel free to browse our website for further information at

www.constellationhb.com

“An Equal Opportunity Employer”

