



Director of Professional Services

North America

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 bridge 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 Director of Professional Services is responsible for the general leadership of the Professional Services Group (PSG). This includes overseeing all aspects of new and existing implementation and training engagements. The Director of Professional Services is expected to provide guidance to the PSG consultants, drive best practices, and provide insight into department performance to the rest of the leadership team. They are ultimately responsible for ensuring the successful software implementation, training, and product adoption of our customers as well as delivering departmental revenue to the company as forecasted in our annual financial plan and focused on achieving departmental profitability metrics.

JOB RESPONSIBILITIES

- Lead a team of implementation / training consultants.
- Coordinating and allocating internal resources as needed to ensure successful implementation and training engagements.
- Creating and updating of important metrics to ensure that the leadership team has visibility into the status of our revenue vs. budgets, departmental profitability, consultant performance, and project statuses across the Professional Services Group.
- Strong ability to manage tasks, with excellent organizational skills.



- Develop a close working relationship with high-profile customer's primary contact person to ensure customer's satisfaction and success going forward.
- Provide regular insight to the Vice President and other members of the leadership team to ensure visibility into department performance and apprised of any potentially critical issues.
- Address client issues in a timely fashion and when appropriate, negotiate modifications and/or trade-offs to project scope or delivery dates with client, based on project deliverables, contingencies, and predefined acceptance criteria.
- Pro-actively manage the training backlog to ensure the achievement of departmental revenue goals and seek out opportunities to add implementation projects to the backlog.
- Continually look for ways to improve operational efficiency to promote swifter and repeatable implementations.
- Assist with planning and delivery of training curriculum for annual in person user conference.
- Host webinars and sessions for customers and prospects on system adoption and any other special topics to help market and promote software.

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.
- 5+ years of experience in a senior professional services training/implementation role with Project Management and/or Team Leadership responsibility a plus
- Previous experience with the procedures and processes of the homebuilder industry
- Excellent organizational, time management and customer service skills
- Must be willing to travel for events and customer meetings.
- BuildTopia or other homebuilding software experience a plus

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.
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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

