

Implementation Project Manager

DEPARTMENT	Client Services
REPORTING TO	VP, Client Services and Operations
JOB TYPE	Full-time employee
LOCATION	Salt Lake City, UT 84111
COMPENSATION	Depending on experience, education, and certifications
BENEFITS	Health, vision, and dental insurance, 401(k), holiday and PTO

JOB DESCRIPTION

Focus on configuring Samaritan's proprietary volunteer management system (VMS). Oversee tasks, ensuring the project adheres to scope, budget, and time frame guidelines. Effective management of new customer onboarding and post-sales cycle. Manage/perform day-to-day client onboarding activities (**consultation, business/system analysis, system/integration configuration, project management, and training**) as the leader of the implementation team, while acting as the direct contact with the client. The ability to juggle multiple duties in an organized manner is critical for success.

DUTIES AND RESPONSIBILITIES

- Host on-going implementation meetings
- Timely delivery of schedules and requirements to/from the customer
- Manage client deliverables along with internal developmental milestones
- The ability to manage multiple projects at once
- Coordinate and work with extended team members to meet customer needs
- Work closely with customers to ensure their continued satisfaction
- Facilitate the transition into Support and Account Management upon the conclusion of implementation.

SKILLS/EXPERIENCE AND COMPETENCIES

- Ability to learn to communicate and demonstrate company and product benefits and best practices
- Basic HTML / CSS
- Excellent attention to detail and commitment to both accuracy and quality
- Excellent interpersonal and verbal communication skills to create harmonious and efficient cooperation to meet client needs
- Excellent and creative problem-solving skills
- Emotional Intelligence & Flexibility
- Excellent time management and organizational skills
- An understanding of project management philosophies, including Agile/Lean Principles
- An understanding of process improvement, change management
- 3 years of experience in a similar position
- Bachelor's degree or equivalent experience
- Experience in the software industry, familiarity with the SaaS model, and databases
- Must be a self-starter and able to work in a rapidly expanding and changing environment

SECURITY ROLES AND RESPONSIBILITIES

All employees are required to adhere to Samaritan's security policies, as well as learn and maintain a high standard of information systems security hygiene.

Samaritan is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in health care, government, and non-profit sectors. Samaritan is an equal opportunity employer. Samaritan promotes a culture of agreements, accountability, and respect. We are seeking team members who will be an asset to our culture.

