



## Professional Services Coordinator R.O. Writer

### The Company

Constellation R.O. Writer Inc. (ROW) is a leading automotive software business and an innovative market leader with a long history of success in serving independent and franchised automotive repair shops. Their software helps these shops increase efficiency, predictability, and profits which has allowed ROW to become the trusted partner for over 4,000 businesses across North America.

ROW was recently acquired by The Perseus Group, an operating group of Constellation Software Inc. Constellation, together with its subsidiaries, acquires, builds, and manages vertical market software businesses in the United States, Canada and internationally. Constellation Software Inc. is a public company that trades on the Toronto Stock Exchange under (TSX: CSU).

As a people focused organization The Perseus Group believes in empowering their businesses by giving control to the leaders within the operations to drive decisions and results. We prefer to treat our acquisitions like people, not property. That's why we do our best to ensure growth and development of our teams. In other words, we trust our business leader's ability to deliver.

**The Perseus Group does not collect businesses. We nurture and help them grow.**

### The Role

The Professional Services Coordinator will oversee the successful execution of all customer facing projects, including new customer onboarding, upgrades and additional services This person will walk our customers through our implementation methodology and will remain their single point of contact throughout the entire process. They will manage both our teams' and our customers' schedules and will ensure all projects are successfully delivered.

The role reports into the Manager of Professional Services.

### Responsibilities

- Introduce customers to our onboarding process following the hand off from the sales team
- Understand the business requirements, goals, and key client objectives for each implementation
- Review project deliverables and identify what success means to our customer
- Facilitate communication between the customer and the onboarding team to report issues or request changes to the project timeline
- Identify key tasks for various project deliveries (upgrades, new form & report requests) and schedule appropriate Professional Services team members
- Understand team schedule and workload to identify risks to deliveries

- Make outbound calls to proactively schedule customer upgrades
- Check in with new customers throughout the onboarding process
- Manage the post live transition of new customers to support team
- Produce periodic and ad hoc reports using Excel and other internal systems
- Monitor team performance and identify problem areas for review by management team
- Perform other duties as required

### **Qualifications**

- Previous experience in project coordination or customer onboarding
- Knowledge of CRM systems, preferably Salesforce
- Experience in customer relationship management
- Capacity to be proactive and independently prioritize, schedule, and complete multiple tasks while meeting time demands and changing priorities
- Strong communication skills and professionalism; be able to explain and summarize information verbally and in writing, in a clear and concise manner
- Ability to gather and analyze information, anticipate, and recognize problems and opportunities
- Sense of urgency and commitment to excellence in customer service
- Commitment to team goals and success through cooperation
- Demonstrated ability to work autonomously and within a team
- Intermediate knowledge of Excel

### **Location**

- Remote/North America

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.