



Professional Services Implementation Specialist 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 Implementation Specialist will be responsible for the successful on-boarding of new customers on the R.O. Writer platform as well as performing necessary upgrades to keep customers current on all new versions of the software.

The onboarding and upgrade of most customer systems will be performed remotely, but occasional on-site travel for customer training may be required.

Tasks performed can include software installation and upgrades, customer data conversion, the creation of custom forms or reports and software configuration to meet customer requirements.

The Implementation Specialist will work closely with our Sales team to ensure key customer objectives are met.

The role reports into the Manager of Professional Services.

Responsibilities

- Own and manage assigned tasks to ensure timely delivery of all projects
- Communicate with key customer personnel to confirm resolution for pending requests
- Review customer requirements and ensure alignment with implementation of their new systems
- Configure new customer systems to meet customer's requirements
- Provide customer training on product features to help customer get the most out of their investment
- Perform customer upgrades to keep them current on new releases and features made available

- Maintain a clear understanding of training and on-boarding processes
- Maintain a high level of proficiency in the use and configuration of the software, including new features as introduced to ensure customers get the full value of the software
- Effectively communicate (verbal and written) with all levels of the organization as well as outside customers regarding any reported issues
- Identify risks to project delivery timelines and assist team in implementing needed solutions
- Perform all other duties as assigned by immediate supervisor

Qualifications

- Previous experience installing and configuring software
- 2+ years training customers remotely on newly implemented systems
- Experience in automotive shop management systems, is an asset
- Knowledge of SQL, Microsoft Access, Windows desktop (Win7, Win8, Win10) and Windows 2008/2012 Server
- Proficiency with internet browsers and MS Office
- Exceptional customer service skills, including the ability to work with users of all skill levels
- Excellent active listening skills, as well as written and verbal communication in English
- Strong analytical and problem-solving skills
- Comfortable working independently and manage workload with minimal supervision while collaborating with other remote employees
- Ability to gather and analyze information to configure software that meets customer requirements
- Anticipate, and recognize problems and opportunities
- Sense of urgency and commitment to excellence in customer service

Location

- Remote/North America

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