



## **Implementation Specialist & Trainer**

### **Charter Software, Perseus Group**

#### **Company Overview**

Operating as a group of companies since 2011, Constellation Dealership Software provides market-leading software products designed to help 6000+ specialty dealerships succeed in their specific industry. Backed by the shared resources and expertise of 600+ companies owned by Constellation Software, we are the driving force behind most major benchmarks in our industries.

#### **Role Overview**

The Implementation Specialist/Trainer works within the Professional Services Team (PSG):

- (1) On new customer software implementation projects including project management, delegating tasks, software configuration/set-up, go live training, post-go live training, etc. This includes working with the customer to understand their current environment and business processes to identify gaps and challenges as they prepare the customer for the transition.
- (2) In a consulting capacity for existing customers, reviewing their current processes, and assisting them with best practices/processes using the software to meet their business objectives or overcome problems.

#### **Responsibilities**

- New customer implementations completed within budgeted hours and with high-levels of customer success
- Ensure appropriate people and systems are updated for new customer implementations, user additions, product additions, locations, and trainings (e.g., TeamSupport/Sage) and professional services, so that project status, revenue and billing can be appropriately measured and tracked.
- Meet PSG revenue goals and ratio target through pro-active customer training outreach and execution
- Lead effort to increase OEM interface adoption by speaking with customers, helping troubleshoot, addressing concerns, providing training, and escalating product issues, etc.
- Assist with planning for and attending training events, user conferences, trade shows and training communications
- Cover for software support, as required

#### **Requirements and qualifications**

- Dealership industry knowledge and management experience
- Minimum of 5 years of software implementation experience
- Minimum of 5 years of experience in a technical support role/environment preferred
- Experience with enterprise software implementations/previous experience with a DMS including accounting functions
- Experience with windows/Client Server/SQL platforms
- Experience traveling on site
- Proficient with the Microsoft Office Suite



**Competencies**

- Strong collaborator
- Organization & Planning
- High attention to detail, especially documentation during engagements
- Strong Communicator who can set clear expectations internally and with customers
- Pro-active, Creative, Enthusiastic
- Independent self-starter with a can-do attitude
- Comfortable and competent in public speaking/training role
- Receptive to criticism and ideas
- Be Proactive-- think, plan and act ahead - anticipate problems and eliminate them before they arise

**Reports to:** GM

**Travel:** ~30%

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