**Software Implementation & Training Consultant**

**IDS, a Constellation Software Company**

**The Company:**

Integrated Dealer Systems (IDS) is the leading management software provider for RV, Marine and Trailer dealerships. IDS is scalable from small to multi-location dealerships. IDS has incorporated 30+ years of working with dealers and we follow the industries best practices. The software is designed to manage an entire dealership and track its performance in real time. All data is always in sync and shared across the dealership.

**Remote (80% Travel across US and Canada)**

**Position Overview:**We are seeking a self-motivated Intermediate Professional Services Consultant to join our dynamic team. In this role, you will work closely with clients to understand their business needs and implement our software solutions. This person will consult, support and build relationships with all dealers, work with struggling dealerships to help make them successful, coordinate customer deliverables, and engage other departments within the IDS team as required. You will manage multiple projects, provide training, resolve issues, and collaborate with internal teams to ensure successful software adoption. This is a fast-paced role with growth opportunities.

**Job Responsibilities:**

* Quickly gain expertise with IDS software products.
* Manage multiple software implementation projects and timelines.
* Create and maintain project documentation, including plans and deliverables.
* Communicate with clients to set expectations and resolve project issues.
* Provide training to dealership personnel on software features and best practices.
* Support clients with troubleshooting and issue resolution.
* Track time and maintain project records using Teamwork software.
* Negotiate scope changes with clients and ensure timely implementation.
* Coordinate post-sales service delivery and assist with after-hours conversions.
* Collaborate with internal teams to ensure efficient project setup and completion.
* Travel to customer locations (up to 80%) for training and support.

**Qualifications:**

* 5-10 years of dealership or related industry experience.
* 5-10 years in professional services, consulting, or customer success.
* Strong project management, organizational, and communication skills.
* Ability to travel across North America
* Degree in Accounting or applicable experience preferred.
* Self-starter with the ability to work in a fast-paced environment.
* Experience in customer service or service-oriented roles is a plus.

**Location:** remote but able to travel 75% across Canada and USA, between customer sites and Constellation offices

**Permanent, Direct Hire Opportunity**

