**Professional Services Manager**

DIS, a division of Constellation Software Dealer Group

Dealer Information Systems Corporation (DIS) is a leading business management software provider to agricultural, construction, truck refrigeration, and lift truck dealers in North America. Founded in 1980, based out of Bellingham WA (USA); we are a team of 150+ professionals providing Software, Hardware, and Network Management solutions for our North American customers.

**Job Description**

The Professional Services Manager is responsible for leading the Professional Services Group (PSG), ensuring successful software implementation, training, and product adoption for our customers, while maintaining strong departmental profitability metrics.

**Responsibilities:**

Oversee successful implementation of New Deals and Upgrades/Initiatives

* Develop and tailor implementation processes and plans to meet diverse dealer requirements
* Direct and support project manager(s) to guarantee timely and efficient project delivery, resulting in a PSG NPS score of at least 60%
* Share the responsibility of project management as needed (player/coach)
* Identify and support at-risk customers, ensuring successful adoption and satisfaction

Develop progressive Training Programs

* Design and ensure successful delivery of training sessions, both virtual and in-person, enabling continuous learning of the software for customers at all skill levels and continuously reducing the number of support tickets coming from newly implemented customers
* Develop continuing education offerings to customers (targeted onsite, webinars, etc.)
* Collaborate with trainers and content creator(s) to enrich the knowledge base with on-demand instructional videos

Trainer Management and Development

* Support trainers in escalating or resolving customer inquiries and issues promptly
* Optimize trainer schedules to ensure balanced workload distribution and maximize team efficiency
* Develop comprehensive cross-training programs to enhance the versatility and skills of all team members
* Ensure the team is fully staffed by maintaining trainer levels and integrating new hires as required

Reporting & Tool Optimization

* Develop and maintain comprehensive PSG metrics, reports, and dashboards (including project tracking, trainer utilization, and PSG revenue)
* Identify and execute necessary adjustments to improve implementation processes, including automation suggestions, templates, etc.

**Required Experience/Qualifications:**

* Minimum BS, preferably in Business Management or IT related field, or equivalent relevant experience
* 3+ years of experience leading a professional services team in an SMB software environment
* Accounting or ERP software experience a plus
* Independent self-starter with a can-do attitude
* Strong problem-solving skills. Must be able to analyze information to make independent decisions quickly and effectively.
* Excellent organizational, time management, and customer service skills
* Must be willing to travel up to 50% of the time for events and customer engagements

**Location:** remote USA

**Travel requirement:** Must be willing to travel up to 50% of the time for events and customer engagements

