

The Business

Constellation Dealership Group has built a legacy of acquiring and successfully managing software companies with leading positions in niche markets. Today, we proudly stand as the largest family of software companies dedicated to serving specialized dealer industries, delivering tailored solutions that drive performance and innovation.

The Role

Manager of Professional Services

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 operational/financial and profitability metrics. You will be responsible to ensure your teams are staffed, managed, and coached to achieve the highest levels of performance and assist in driving customer loyalty.

Responsibilities:

1. 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 during busy seasons
 - Identify and support at-risk customers, ensuring successful adoption and satisfaction
2. 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
 - Ensure a minimum annual participation of 30% of the customer base in training sessions
 - Collaborate with trainers and content creator(s) to enrich the knowledge base with on-demand instructional videos
3. 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
4. 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 adopting electronic signatures, transitioning to Cloud Coach, etc.)

Required Experience/Qualifications:

- Minimum BS, preferably in Business Management or IT related field
- 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 for events and customer meetings

Location: remote

Travel: up to 25% travel across Canada and United States as required