



Implementation Project Manager

DEPARTMENT:	Client Services
REPORTING TO:	VP, Client Services and Operations
JOB TYPE:	Full-time employee
LOCATION:	Salt Lake City, UT 84111
COMPENSATION:	Depending on experience
BENEFITS:	Health, vision, and dental insurance, 401(k), holiday, vacation, and sick leave

JOB DESCRIPTION:

Focus on implementing Samaritan's proprietary volunteer management system (VMS). Oversee tasks, ensuring the project adheres to scope, budget, and time frame guidelines. Effective management of new customer onboarding and post-sales cycle. **Consult, business/system analysis, system/integration configuration, project management, and train.** Manage/perform day-to-day onboarding activities as a member of the implementation team, while acting as the direct contact with the client. The ability to juggle multiple duties in an organized manner is critical for success in this role.

DUTIES AND RESPONSIBILITIES

- Host on-going implementation meetings
- Timely delivery of schedules and requirements to/from the customer
- Manage client deliverables along with internal developmental milestones
- The ability to manage multiple projects at once
- Coordinate and work with extended team members to meet customer needs
- Work closely with customers to ensure their continued satisfaction
- Facilitate the transition into Support and Account Management upon the conclusion of implementation.

SKILLS/EXPERIENCE AND COMPETENCIES

- Excellent **attention to detail** and commitment to both accuracy and quality
- Excellent interpersonal and verbal communication skills to create harmonious and efficient cooperation to meet client needs
- Excellent and creative **problem-solving** skills
- Emotional Intelligence & Flexibility
- Excellent time management and organizational skills
- Ability to learn to communicate and demonstrate company and product benefits and best practices
- An understanding of project management philosophies, including Agile/Lean Principles
- An understanding of process improvement, change management
- 3 years of experience in a similar position
- Bachelor's degree or equivalent experience
- Experience in the software industry, familiarity with the SaaS model, and databases
- Must be a self-starter and able to work in a rapidly expanding and changing environment

Samaritan Technologies is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in health care, government, and non-profit sectors. Samaritan is an equal opportunity employer. Samaritan promotes a culture of agreements, accountability, and respect. We are seeking team members who will be an asset to our culture.