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# Example of Client Implementation Job Description

Our growing company is looking to fill the role of client implementation. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for client implementation

* Keeps the appropriate people informed of project progress and disseminates information on any problems or potential delays
* Drives innovative development of client implementation processes and mitigates any issues in the implementation
* Serves as escalation point and decision maker for implementation issues
* Leads and participates in contingency planning activities
* Presides over post project reviews with members of the project team to revisit the work flow, project successes and opportunities for improvement, moving forward
* Proactively provide recommendations to improve existing processes and develop new ones that will increase work efficiencies and overall customer satisfaction
* Quality assurance and testing of portal sites and new functionalities
* Participate in design and implementation of new product enhancements
* Triage and liaise with Sales to understand client’s needs and assist in gathering the information and workflow required to facilitate the appropriate approvals for trading
* Contribute to the successful roll-out of COBRA across Global Markets, providing support and guidance to business users and communicate feedback to project teams for issue resolution and system enhancements

## Qualifications for client implementation

* Ability to establish and maintain effective working relationships with peers, business partners, clients, and senior mgmt
* Selfstarter and independent worker, ability to work without direct supervision
* Understanding of project mgmt
* Able to take high level information and drill down to detail levels that can be shared and communicated to various audience levels
* Very strong Microsoft Office skills required
* Prior Client implementation experience required