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# Example of Implementation Manager Job Description

Our innovative and growing company is looking for an implementation manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for implementation manager

* Responsible for the design and delivery of implementation strategies and processes
* Responsible for the improvement of implementation processes, developing and documenting best practices to continually improve implementation efficiencies, accountability and the customer experience
* You will be an advocate of continuous improvement, creating and executing an implementation roadmap to support delivery of our Business Plan
* You will align the implementation delivery to the changing market and customer requirements
* Work with client service team members to arrive at appropriate decisions regarding complex plan provision issues and questions
* Interact with internal departments to facilitate the conversion process and issue elevation as necessary
* Work closely with Project Manager to develop the project plan for the Implementation
* Work closely with each new client and internal staff to review all processes and procedures for each system conversion
* Provide a framework for the proactive and successful management of the Implementation including issues, risks, and deliverables
* Work closely with new client and internal staff, including IT, for development of business and data mapping requirements for system conversion

## Qualifications for implementation manager

* Fluent (advanced) English language skills (oral and written)
* Proficiency in Microsoft Office Suite and articulate and clear communication style, both written and verbal, with the ability to provide consultation to partners and customers, while managing expectations
* Account management skills and the ability to deliver projects on time and within agreed scope
* 5+ years of progressive supervisory/management experience in a service delivery industry
* 3+ years of client facing experience with c-level roles in organizations with complex industries
* Complete new release training on a timely basis