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# Example of Manager, Implementation Job Description

Our company is looking for a manager, implementation. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for manager, implementation

* Responsible for the entry of rate cards onto the system to ensure that merchant invoices are accurate and revenue reports correct
* Liaising with the merchant in order to get the compliance requirements fulfilled in the shortest time possible
* Ensuring that all documents are sent to the bank and the bank are informed of the account type, priority and sending them a list showing them that all compliance requirements have been fulfilled
* Liaising with our Compliance team regarding the applications submitted to them to ensure that all the requirements have been met and if not communicating any amendments needing to be made to the merchant
* Handling of all Gateway activations and 3DSecure requests from merchants
* Support the Head of Implementations in planning and prioritising client implementations to ensure revenue optimisation and delivering against agreed client commitments
* Ensure that each client that is handed over to Client Account Management has met the agreed criteria for handover, such as, the full range of transactions have been processed, reports have been created and validated, authorisation/decline rates are as expected and all necessary hand-over documentation is complete
* Quickly build and demonstrate expertise in a complex product set, and be able to listen and respond to technical and client enquiries in a professional and skilled manner
* Developing, maintaining and proactively managing client information, configuration details and organisational data to ensure that the client’s business is understood and clearly documented
* Lead project planning efforts to determine project scope, staffing needs, and scheduling

## Qualifications for manager, implementation

* College degree or equivalent education/training/experience
* Proactive and results-oriented with ability to bridge the gap between business and technical stakeholders to effectively and efficiently help define, execute and deliver on a product roadmap
* Strong work ethic, high ethical values, self-prioritization and time management and an understanding of how to be thorough in research, review and communication
* Strong executive communication, presentation and writing skills with emphasis on demonstrated ability to communicate the business value of data
* Ability to function and succeed within a highly matrixed organization
* Advanced project management skills (develop project charter and scope, allocate resources, track progress)