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# Example of Regional Implementation Manager Job Description

Our innovative and growing company is looking to fill the role of regional implementation manager. 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 regional implementation manager

* Evaluates complex (please see project matrix for further detail) situations using multiple sources of information
* Must have proven ability to apply relationship management skills in the medium terms and to be able to build and own client and stakeholder relationships at executive levels
* Expected to coach / mentor and guide Project Manager 1s and Project Manager 2s
* Demonstrate expected Risk/Control Behaviors through identification, escalation and remediation
* Project leadership and strategic direction for the project managers
* Definition, creation and maintenance of key business processes for ADD implementation solution
* Implementation of standardized project planning and control processes to ensure effective execution of projects across all BSQ systems and channels
* Customer training class forecast
* Accountable for NPS and customer feedback/satisfaction touch point results
* Manages financial goals including the extended responsibility of generating revenue opportunities for Service and IT professional (or Performance) service offerings

## Qualifications for regional implementation manager

* Director Client Relations
* Has lead role and responsibility for planning and managing all aspects of the delivery of medium to large-sized (please see project matrix for further detail) projects that will significantly affect the organisation at the BU and LOB level
* Is likely to manage multiple projects at the same time and will input into the management process as the leader of projects' management teams
* Supervises the work of Project Managers, Contract Managers and other project staff and will delegate work to external contractors / suppliers / consultants to ensure deliverables
* Defined management responsibilities for several teams of Project Managers and coordinates, through team leaders/managers, the work of multi-disciplinary workforces and/or external sub-contractors or consultants
* May also be responsible for delivering a small portfolio of projects