



Example of Client Implementation Job Description

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Our company is growing rapidly and is looking to fill the role of client implementation. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for client implementation

- Build and maintain a deep understanding of our product suite with the ability to explain them to others
- Demonstrate proficiency in the Bronto Marketing Platform, Bronto Integrations and Bronto Professional Service offerings
- Listen to the needs of new customers and apply this knowledge to solve business challenges and help drive customer success
- Communicate customer needs internally and collaborate effectively with other parts of the organization to ensure customer success
- Customize project plans and manage customer implementations by applying Bronto launch methodologies across all customer projects
- Manage new customer communications and share status updates with internal and external stakeholders
- Simultaneously manage many concurrent small to midsize projects
- Champion client centricity and deliver a consistent and exceptional client experience
- Manage end to end client implementations for NYSE Governance clients using project management methodologies and tools
- Oversee Plan Implementation process/workflow within key departments, communicating timelines, internal and external due dates, and expectations

Qualifications for client implementation

- Certified as a mindfulness facilitator from a reputable academic institution such as the Semel Institute for Neuroscience and Human Behavior at UCLA, The Center for Mindfulness, (non-negotiable and must be able to provide evidence via certification and / or acknowledgment on such website)
- 10 years related experience including extensive experience in the Health Care Insurance industry and health insurance regulations, business practices, and trends
- A deep understanding of Healthcare data and how it is being used by business for analytical and operational purposes
- The ability to develop and oversee a team of service delivery professionals, providing overall coordination and management to implementations and effective presentation and technical sales support as normally obtained through seven to ten years of project management or coordination experience in an operational environment and/or a customer facing project management role