



Example of Implementation Coordinator Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is looking for an implementation coordinator. 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 implementation coordinator

- Maintain full breadth of knowledge in regards to all SchoolMessenger products within assigned client portfolio, including the ability to troubleshoot and delegate technical or system functionality issues
- Utilize project management and solution design tactics in order to ensure effective and timely implementations, while maintaining adherence to corporate and departmental policies and procedures
- Manage implementation records to accurately depict the flow of resources for each project
- Assess/evaluate implementation needs through correspondence with Account, Implementation, or Project Managers
- Ensure proper resource is chosen for implementation
- Become an expert in how the eligibility fields within our CRM are set up and map to our downstream processes, including reporting, registration and reservation functionality
- Research any eligibility file issues that result from overnight automated file upload
- Partner with internal constituents related to the eligibility process, including IT, Client Relations, and Client Reporting
- Responsible for ongoing process improvement of the eligibility file process, with the goal being to improve the customer experience
- Work directly with the client on eligibility issues as needed

-
- Must work independently with minimal oversight required, provide task direction and mentoring to other non-exempt project coordinator staff, and seek out collaborative opportunities
 - A minimum of three (3) years of professional experience in the Hotel industry
 - Ability to travel domestically and internationally on a regular basis, overnight as needed
 - Must have or be able to obtain, all necessary documents to travel internationally if needed
 - 3 years of experience in Insurance industry or Customer Service experience
 - 5+ years end -to- end Operational Accounts Payable/Finance