



Example of Regional Implementation Manager Job Description

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Our growing company is searching for experienced candidates for the position of regional implementation manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for regional implementation manager

- In accordance with national and state regulations, monitor regional performance and audit results to identify issues and recommend processes to maintain or improve compliance
- Report project-related statuses and metrics
- Monitor pilots and new activities for standardization across team
- Update/Maintain operational playbook for Rental Operations' various service models
- Work closely with the Operations Training team and Sales organization to effectively execute on strategy and communication with team members and customers in the assigned geography
- Support the Solutions Design team during the tender stage and contract negotiation to ensure credible operations are agreed and delivered by our Operational teams
- Drive the process of implementing large and complex regional client programs by understanding the value proposition presented to the customer and engaging different functions into a successful customer on-boarding
- Develop the project management tools that cover all factors of the customer implementation by tailoring current processes to meet customer needs
- Ensure completion of exhaustive SOPs, GSC IOPs, Origin IOPs, Destination IOPs, Vendor Letters, Charge Matrices, Process Flow Charts and other documents resource requirements that are seen necessary during the Implementation phase of new customers or additional business from existing

- Ensure all deadlines are met by involved teams in origins and destination and provide periodic update to all internal and external stakeholders

Qualifications for regional implementation manager

- Demonstrate ability to learn and use proprietary software systems
- Communicate effectively, both verbally and in writing, with all levels of external and internal customers
- Must be comfortable leading teams in lean process improvement activities, process mapping, and gaining cross functional team buy in
- Handover new implementations after go-live until a sign-off is received by internal and external parties involved in the customer implementation plan
- Drive improvement projects within the Americas Implementation/CSO community by sharing best practices and leading initiatives that can improve the customer implementation process
- Conduct implementation monthly reporting and follow up on opportunities across Americas region