



Implementation Team Leader, Managed Services

Hobsons, a trailblazing education, technology, and recruitment services company, is looking for a talented, high-energy Implementation Team Leader. Hobsons offers all of the benefits of a multinational corporation with the values and spirit of an entrepreneurial company. The Hobsons culture encourages creativity and innovation. With nearly 3 million copies of more than 100 publications distributed annually, Hobsons is the single largest provider of worldwide education and corporate recruitment information.

Job Summary

The Implementation Team Leader oversees and supervises the managed implementations of our clients. Managed Implementations involve a shorter, hands-on process for getting our new clients up and running with their technology product. It is typically a 6-8 week process with the last week performed at the client site.

Essential Functions/Responsibilities

- Supervise, train and mentor a staff of 3 Implementation Specialists
- Coordinate the timeline and delivery of all managed implementations; including the schedule of on-site visits for the Implementation Specialists.
- Supplement to fill-in for Implementation Specialists as demand requires.
- Oversee the success and progress of managed implementations
- Shadow site visits to evaluate staff and identify process improvements
- Conduct post-implementation surveys with clients and internal staff to gauge effectiveness and satisfaction
- Interact regularly with other service and technical colleagues to facilitate product set-up and client hand-off upon implementation completion
- Liaison with the sales team to meet desired client timelines
- Lead implementation kick-off calls with clients to outline processes and expectations; interact regularly with clients during the process and when business dictates
- Timely reporting on implementation and team status
- Frequent travel required to client sites, including up to a week at a time when training new staff or covering implementation needs

Minimum Qualifications

- Bachelor's degree required
- Minimum of 5 years customer service experience
- Previous management experience
- 2 plus years of CRM (customer relationship management) product implementation experience; or equivalent product implementation/installation
- Knowledge of the higher education market and/or the software industry a plus
- Strong familiarity with the Internet and use of business technologies
- Polished presentation skills

Personal Characteristics

- Excellent interpersonal and communications skills
- Strong organizational and time management skills
- Motivation, drive to succeed

Hobsons offers a competitive salary along with an excellent benefits package including:

- Health Insurance
- Life and Disability Insurance
- Dental Plan
- 401K Plan
- Section 125/Flexible Spending Accounts
- Generous Holiday and Vacation Schedule

Please submit résumés to:

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Fax: 513-891-6222

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To learn more about Hobsons, please visit our corporate Web site at www.hobsons.com - online recruitment brochure available.

Product-related sites:
www.CollegeView.com
www.USeduguides.com
www.emt.hobsons.com

EOE. We recognize and appreciate the benefits of diversity in the workplace. People who share this belief or reflect a diverse background are encouraged to apply.