



## Job Description

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**POSITION TITLE:** Implementation Specialist

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**LOCATION:** Portland, USA

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**REPORTS TO:** Director of Customer Success

**DATE:** 07/July/2017

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### SCOPE OF THE ROLE

The Implementation Specialist (IS) plays a key role in the Customer Success Team by managing the successful onboarding of new EROAD customers. The IS will take a project management approach to implementation by proactively leading customers through the process, ensuring that milestones are met in line with objectives set by both EROAD and the customer.

The implementation/onboarding phase in the Customer Lifecycle is pivotal to the long-term success of our customers. Successful implementation is measured by the time it takes for a customer to realize their initial business objectives as well as the customer's assessment of their first experience as an EROAD client. The IS ensures that the new customer's transition from prospect to customer is a seamless and well-managed one.

The IS is responsible for providing initial training to the customer while taking a Train-the-Trainer approach, enabling key contacts to lead their organizations through a successful change management process. The IS should continuously advise on ways to improve training materials

### RESPONSIBILITIES

- Understand and translate initial customer business objectives into successful implementation plans
- Manage portfolio of customer implementation projects, ensuring successful and timely completion of each project
- Work to remove all internal barriers that may inhibit a customer's timely success during the implementation process
- Maintain accurate and update records in EROAD's CRM, Salesforce
- Conduct training sessions designed to meet the individual needs of the customer
- Collaborate with Sales and Customer Success to ensure smooth hand-offs before and after onboarding
- Proactively coordinate projects and act as the key point of contact for the implementation project team, which includes both internal and external stakeholders
- Efficiently manage customers through the onboarding stages and track progress in Salesforce



	<ul style="list-style-type: none"><li>• Identify risks in achieving implementation objectives and utilize internal resources to mitigate</li><li>• Be an expert in the EROAD solution and stay up to date on all product releases</li><li>• Utilize EROAD's training materials to enable new customers to own the initial and ongoing training of staff not involved in the implementation process (take a Train-the-Trainer approach to onboarding)</li><li>• Assist customers to quickly identify potential issues and escalate them appropriately to ensure the best possible experience during the onboarding process</li><li>• Advise customers on change management best practices as they roll-out new technology across their organization</li><li>• Provide weekly status updates to new customers</li><li>• Provide excellent follow-up following Kick-Off, Training and Check-In Meetings by emailing meeting minutes and action items within 24 hours</li><li>• Give feedback and advise on all EROAD Training materials</li></ul>
<b>COMPETENCIES</b>	<ul style="list-style-type: none"><li>• Adapt at leading and advising on successful change management</li><li>• Strong technical aptitude and drive for continuous improvement</li><li>• Ability to think creatively and be persistent</li><li>• Strong organizational, time-management and multi-tasking abilities</li><li>• Strong project management skills</li></ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"><li>• Critical thinking and proven ability to solve complex problems</li><li>• Unparalleled commitment to customer success; ability to empathize and build customer relationships</li><li>• Excellent communication skills</li><li>• Team-oriented mindset</li></ul>
<b>REQUIRED EXPERIENCE</b>	<ul style="list-style-type: none"><li>• 2+ years in a customer-facing or project management role for a technology company</li><li>• Bachelors degree or the equivalent work experience</li><li>• Knowledge of or experience in the transportation industry a plus</li><li>• Experience with Salesforce a plus</li><li>• Strong understanding of SaaS and web technologies a plus</li></ul>

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.