

JOB DESCRIPTION

JOB TITLE: IMPLEMENTATIONS PROJECT MANAGER
DEPARTMENT: IMPLEMENTATIONS
REPORTS TO: SENIOR MANAGER, IMPLEMENTATIONS
FLSA STATUS: EXEMPT

Summary

Based in our New York City office, the Implementations Project Manager is responsible for EBPP site set up and support activities required to board new billers and distributors on our platform. You will assist and work with various teams within Transactis, and our external Distributors, to deliver an outstanding customer experience in the construction of new BillerIQ web and IVR EBPP payment sites.

Essential Duties and Responsibilities

- Excellent customer service skills via phone.
- Efficiently and effectively deliver client implementation projects of varying complexity and other projects as assigned based on business needs.
- Develop expertise in Transactis products and technology to effectively consult with clients during the implementation planning process.
- Communicate and collaborate effectively with key project stakeholders, both internally and externally.
- Review and assess project goals and objectives to identify/document requirements and create effective project plans.
- Develop, prioritize and communicate required tasks with the various delivery teams to support assigned projects.
- Demonstrate ownership and accountability throughout the lifecycle of the project.
- Follow up and resolve any open issues related to the project prior to handing off to ongoing operational support.
- Manage all required documentation and artifacts to effectively communicate project status and ensure all projects are managed in alignment with security and compliance requirements.
- Support business analysis activities and demonstrate the capability to troubleshoot project issues within all areas of the project.
- Provide a positive onboarding experience for new clients that serves to enhance the reputation of Transactis and build momentum for continued growth in the client relationship.
- Responsible for daily reconciliation of various files – ACH, settlement and accounts receivable.
- Monitor the system via checklist to ensure control points are adhered.
- Troubleshoot and analyze transaction processing.
- Available for occasional on-call and weekend work.
- Provides remote software support.
- Consults with customers to define parameters within the software application.
- Trains the customer on use and feature functionality of the application.
- Communicates the customer's needs/expectations to appropriate personnel.
- Notifies appropriate personnel of any application issues.
- Interacts with Project Manager on various issues.

Education and Experience

- Bachelor's degree in a discipline that translates into project management or equivalent experience.
- 2+ years experience in a Project Manager or equivalent role managing multiple delivery teams to achieve common goals.
- Experience with SaaS or other software product implementation or delivery preferred.
- Experience with customer onboarding / implementations or other customer-facing roles preferred.

Skills and Competencies

- Strong verbal and written communication skills, including the ability to clearly formulate positions on issues and articulate solutions.
- Ability to serve as a liaison between technology, delivery teams and clients driving for shared understanding and clarity.
- Strong technical and analytical skills.
- Critical thinking and problems solving skills.
- Ability to handle multiple projects, and to learn and adapt quickly in a fast paced, rapidly changing environment.
- Exercises judgment within defined procedures and practices.
- General knowledge of the financial industry.
- General knowledge of software platforms and operating systems.
- Ability to train customers on use of software applications.
- Ability to effectively communicate with customers and provide outstanding customer service.
- Able to meet aggressive deadlines.
- Self-starter, willing to learn and increase knowledge.

To apply, please send resume to careers@transactis.com