

Senior Implementation Project Manager

Americas (virtual)

The Senior Implementation Project Manager serves as the lead project manager for complex client implementations and will provide guidance, mentoring and support to more junior PMs and other team members. You'll help define and refine process tools and methodologies to streamline our processes and ensure we deliver a best-in-class implementation experience for our clients.

The role is responsible for performing a thorough operational and software business review for our new staffing members and then organizing and leading the project plan through the entire new implementation timeline. This position is required to deliver a high-quality project management process and leadership with multiple departments to deliver an on time and 100% accurate "Go Live" implementation.

To be effective, you must be highly organized and detail oriented, with exceptional customer service skills, able to coordinate and collaborate with our Clients and their employees at all levels, and with all company departments.

What you'll get to do:

- Conduct detailed business reviews that includes process and software for new and potential clients.
- Define the tasks and manage implementation project plans for each implementation.
- Manage all stages of the implementation directly with the responsible department resources.
- Ensure all implementations meet the defined "Go Live" date.
- Manage the scope of services for each client, consulting towards best practices.
- 100% accuracy on the two primary objectives for a "Go Live" that all employees are paid accurately, and all client invoices are billed correctly.
- Establish and conduct an implementation survey to monitor client satisfaction for each new client.
- Track any outstanding implementation requirements after the "Go Live" until fully resolved.
- Ensure a smooth handoff to Client Services for continued excellence in customer service.
- Provide a high-level of technical guidance for clients and internal staff.
- Provide best-in-class customer service and resolution to internal and external client requests.
- Develop expertise and knowledge with other integrated 3rd party software platforms.
- Create and maintain the Implementation Project Plan and manage the plan to ensure we are on schedule for planned "Go Live".
- Identify, track, and resolve red-flags and/or gaps and lead internal teams to address and define the optimal business solutions for the implementation.
- Write detailed and summary findings based upon the new client business review for each key component for the implementation.
- Lead the client kickoff meeting, reviewing the project plan and assist internal departments in setting client expectations.
- Work with the team to resolve complex problems regarding the usage of our proprietary staffing software and/or other technology solutions.



- Based on any specialization for new clients, recommend supporting user materials, i.e. Reference Guides to be used for training.
- Develop an in-depth knowledge of our staffing software including reports/reporting tools and become a subject matter expert on our systems.
- Escalate issues to management as necessary to ensure key dates from the project plan are met and that the plan is live on our systems on time.

Skills and experience we value:

- Bachelor's degree in Human Resources, Accounting or Business Administration preferred or the equivalent (extensive staffing or payroll experience may substitute for a degree)
- Must have prior experience in staffing operations or payroll processing industries.
- Solid technical background with hands-on experience in Applicant Tracking Software (ATS) applications and/or HRIS systems.
- 7+ years Project Management experience in client implementations
- Proficiency in Microsoft Office; Outlook, Word and Excel, Power Point, Teams.
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate with both technical and non-technical clients.
- Must be a team player with a sense of humor and a strong service-oriented attitude.
- Independent thinker and analytical problem solver; able to work with minimal supervision and meet deadlines.
- Demonstrated ability to improve processes and enhance systems
- Able to recognize problems, develop and evaluate data, determine solutions, and make logical recommendations.
- Communication skills: Strong interpersonal skills (listening skills, problem solving, confidence, etc.), ability to multi-task and emphasis on customer service.
- Excellent written and verbal communication skills.
- Position requires meticulous attention to detail.
- Self-directed with the ability to keep up with a very fast-paced environment.
- Ability to travel (20%), may increase depending upon growth of company.

Benefits and location:

- Pursuant to Colorado regulations, if this job is performed in Denver CO, the salary range is \$90,000-\$115,000 plus bonus potential
- The current delivery team is based in King of Prussia, PA, and this position can be based in North America
- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Flexible Work Program (work from home and hybrid options)
- Many more ancillary benefits

How to apply:



Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

About People2.0

People2.0 is the world's leading enabler of global, mobile, flexible, and remote work arrangements. The company's employer of record (EOR) and agent of record (AOR) establishments around the world, networked by its proprietary FlexLife™ technology platform, create a unique global ecosystem within which talent suppliers can engage any category of worker in any work arrangement, anywhere, while independently working professionals have access to business support services and portable benefits. Global workforce deployment is facilitated through a single master services agreement and one point of contact. Visit People20.com.

People2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.