

United Kingdom Jobs Expertini®

Implementation Success Manager

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Company: Tekion

Location: United Kingdom

Category: other-general

At Tekion, we're building the only cloud-native platform that is transforming the automotive retail industry, leapfrogging it into the future and providing unparalleled customer experience. We're creating seamlessly integrated, elegant, and intuitive solutions built with cutting edge technology and powered by Big Data, Machine Learning (ML)/ AI and Internet of Things (Connected vehicle to connected devices). We're harnessing passion, entrepreneurial spirit, deep industry expertise and the latest technologies to create something very special. We're inventing new technology along the way to overcome barriers and solve big problems, all while having a blast doing it!

***Candidates must reside in the United Kingdom or Europe**

***Must be fluent in English (Nice to have - French, German or any other European language)**

Job Description

This role will be part of ARC implementation projects concurrently across UK through various phases of the implementation project life cycle to ensure timely and successful rollouts. Candidates for this role need to have an in-depth understanding of both the automotive industry and Retail solutions / Dealer Management systems. We're looking for talented professionals who love challenges, push boundaries and are passionate about successfully implementing a transformational product. **(Automotive Retail specialists in accounting, Digital Retail Integrations, Sales, CRM, Forms, Fixed, Parts, Service experience highly desired)**

Roles & Responsibilities

Engage in multi-site implementations together with Tekion teams, OEM and Dealer group partners

Initiation and planning phase

Collaborate with internal and external teams for Implementation.

Coordinate all pre-implementation work and information distribution to teams such as integrations, F&I forms, product managers, Data conversion specialist

Engage with Dealer key stakeholders to gather, prepare and confirm the dealer preparedness for Rollout

Execution and controlling phase

Facilitate key stakeholders during the implementation life cycle to successfully deploy our DMS

Obtain critical signoffs for Go-live from key dealership staff

Manage training and setup items in an organized manner, keeping detailed notes, and effectively passing along notes and action items to our customer transition team

Provide DMS training to dealership staff in all departments and having fun while doing it

Facilitate communication checkpoints throughout the implementation to ensure dealership stakeholders and internal teams remain on the same page

Proactively identify implementation risks and mitigate them effectively and efficiently

Provide post Go-live Support to the dealer staff and improve adaptation and usage

Closing phase

Obtain Implementation Completion signoffs from authorized dealership managers

Hand-off the Dealer to Tekion Support and Partner success team with all prescribed and necessary documentation

Ensure all critical issues are resolved and completed with end-user comprehension

and satisfaction before being handed off to the Partner success Team

Guidance to the team of Implementation specialists

Provide guidance to the Implementation specialists / Juniors Implementation colleagues

Ensure the implementation specialists are trained on products and processes

Work together with team in solving implementation challenges, brainstorming new ideas and adapting to changes

Must successfully complete Tekion certification/training program and display a strong grasp of product and processes for 5 star implementation practices

Actively participate in upselling dealership clients on new cutting-edge solutions and transformational products

Qualifications & Education Requirements

5+ years of DMS experience in the auto industry

Proven experience implementing SaaS solutions in large and small auto dealerships

Good to have: Experience in Project Management or Project Lead role

Experience working in an early-stage startup environment is a plus

Exceptional written and verbal communication skills, interacting with all levels of stakeholders

Established ability to articulate technical jargon into consumable levels of understanding for adult learners

Proven ability to take customer suggestions or insights and translate them into technical deliverables

PMP Certification a plus

Travel – This role is required to travel to dealer sites on regular basis

Perks and Benefits

Competitive compensation and generous stock options

The opportunity to work with some of the brightest minds from the Silicon Valley's most dominant and successful companies

Be part of an early stage, hyper-growth startup with the opportunity to grow and prosper

Work on the latest and coolest technologies – everything is home-grown and built ground-up

Dynamic work environment with a strong sense of community and collaboration

Open and transparent culture that encourages innovation, rewards performance and discourages hierarchy

Exciting opportunities for career growth and development

Current Tekion Employees- Please apply via Greenhouse Internal Job Board

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