

**HCM Upgrade Project Manager**

|  |  |
| --- | --- |
| **Reports to**: VP of Operations | **Department**: Implementation |
| **Classification**: Exempt |  |
| **Date**: August 2020 | **Version**: 1 |

iSolved HCM is the industry-leading human capital management (HCM) technology company bringing together key workforce functions in one robust, easy-to-use platform, iSolved. Our platform manages all mission-critical people functions including payroll, HR, time & attendance, benefits, all delivered from a single application. Our new engagement platform, iSolved with Mojo, makes it easy for teams to build professional connections and unleash group innovation. Mojo’s built-in tools and features boost engagement, collaboration, and performance. The iSolved platform is a proven winner evidenced by its rapid adoption in the SMB market with more than 145,000 customers and 5 million users and growing. For more information, visit [www.isolvedhcm.com](http://www.isolvedhcm.com/?linkingParam=%7B%22__roit%22%3A%220%22%2C%22__roiNonDirect%22%3A%22true%22%2C%22_ga%22%3A%22GA1.2.1879275701.1509040661%22%2C%22__roia%22%3A%22id%3D1879275701.1509040661%7Cfvisitdate%3D20171027%7Cfquery%3D%7Cfreferrer%3D%7Cflanding%3D%2F%22%2C%22__roicrmlite%22%3A%227%26t~N2R%26dS%20R%5C%22%2F!t%20%27%22%2C%22__roiz%22%3A%22clickdate%3D20171129%7Csource%3Dhs_email%7Cmedium%3Demail%7Ccampaign%3DTraining%20Emails%7Cadgroup%3D2%7Ccreative%3D%7Ckeyword%3D%7Cdevice%3D%7Cnetwork%3D%7Cquery%3D%7Creferrer%3D%7Clanding%3D%2Ftraining-confirmation-yes%22%2C%22_gat%22%3A%221%22%2C%22_gat_roll_cpc%22%3A%221%22%2C%22_gat_last_touch_roll%22%3A%221%22%2C%22_gat_first_touch_roll%22%3A%221%22%2C%22_gat_hcm%22%3A%221%22%2C%22_gat_hcm_cpc%22%3A%221%22%2C%22_gat_infini%22%3A%221%22%2C%22_gat_infini_cpc%22%3A%221%22%2C%22_gac_UA-420299-1%22%3A%221.1519664234.CjwKCAiA_c7UBRAjEiwApCZi8VvoIv7tFtxDXg8H9ShZHas78hpGJWRTrkrXLjK4y2_dp8uFZ85R4xoCHUwQAvD_BwE%22%2C%22_gac_UA-420299-9%22%3A%221.1519664234.CjwKCAiA_c7UBRAjEiwApCZi8VvoIv7tFtxDXg8H9ShZHas78hpGJWRTrkrXLjK4y2_dp8uFZ85R4xoCHUwQAvD_BwE%22%2C%22__roiCpc%22%3A%22true%22%2C%22_gid%22%3A%22GA1.2.739285839.1536772431%22%2C%22_gat_UA-420299-13%22%3A%221%22%7D).

**Job Overview**:

Project Managers oversee the technical application design, construction and implementation for assigned accounts and projects, with the end goal of successful implementation of client’s chosen, customizable iSolved software solution.

**Duties and Responsibilities:**

* Responsible for leading a small implementation team
* Overseeing the implementation of additional services for current HCM clients
* Organize and lead meetings with the clients to promote forward progress of the implementation process in a way that facilitates the process for the client
* Coordinate with SMEs to successfully integrate all functionality of the software including Payroll, General Ledger, Mojo, E-Verify, Onboarding, and Time and Attendance at the appropriate time
* Ultimately responsible for client satisfaction and a smooth transition to Customer Service
* Ability to manage and ensure deliverables are within timeline and scope
* Ensure clients get the best implementation experience and guidance throughout the process
* Review and work with the associate that performed the analysis on all accounts
* Follow defined project plan in order to effectively implement additional HCM services
* Confirm accuracy and that full deliverables are met for initial payroll run
* Communication of all steps, and progress on a regularly scheduled basis with client and team
* Schedule and complete necessary new client on-site, telephone, or internet training to customer's satisfaction
* Manage client relationship and provide primary client service throughout implementation

##### **Education & Experience:**

* Bachelor’s degree in a technical discipline or equivalent preferred
* Excellent organizational and communication skills
* A strong product, service and technical background
* Proven customer service skills
* Highly organized, able to multi-task and work with others etc.

##### **Skills and Qualifications:**

* Ability to present project solutions to clients, manage client expectations, and implement and deliver solutions
* World class, interpersonal verbal & written communication skills
* Strong organization skills
* High standard for solution quality
* Highly collaborative
* Ability to self-manage and independently deliver solutions
* Experience in the payroll industry or SaaS strongly desired

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk,and hear. The employee is required to use hands. Specific vision abilities required by this job include close vision for written work and PC use. The noise level is usually fairly quiet.

***DISCLAIMER****:*

*The lists under Essential Functions and Additional Responsibilities are not exhaustive, but are merely the most accurate lists for the current job. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change.*