

## Director, Solution Design Implementations

Americas (virtual)

The Director, Solution Design is a key part of the Implementation Team and is responsible for leading the Solutions Design, and Implementation Analyst team as they develop and document end-to-end solutions for new and existing client implementations. The Director may directly manage complex client or internal projects. This position sponsors multiple implementations simultaneously ensuring that each one is set up for a successful go-live and smooth transition to operations. This role reports to the VP of Implementation, North America.

### What you'll get to do:

- Attend pre and post sales client presentations/meetings with senior management and sales in the capacity of Solutions SME for complex engagements
- Review pipeline against current capability and assign appropriate resources for implementation projects.
- Partner with the Senior Director of Implementations to ensure successful and timely deployment of client accounts.
- Participate and collaborate in the various discovery sessions as Solutions Sponsor to ensure a thorough understanding of the processes and requirements across all functional areas
- Provide best practice recommendations and collaborate as needed to ensure a stream-lined and efficient process across all organizations and functional areas
- Work with the team to resolve complex problems regarding the usage of our proprietary staffing software and/or other technology solutions
- Oversee and approve documentation of the end-to-end process in clearly defined workflows depicting systems, functional groups, and handoffs needed to ensure a successful implementation
- Facilitate collaboration across the People2.0 organization and ensure the end-to-end solution delivers 100% accuracy on the two primary objectives for a “Go Live” that all employees are paid accurately, and all client invoices are billed correctly
- Provide a high-level of technical guidance for internal staff using multiple software applications
- Identify red-flags and/or gaps and lead internal staff to address and define the optimal business solutions for the implementation
- Point of escalation internally
- 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 internal and external software including reports/reporting tools and become a subject matter expert on our systems
- Exceptional client facing skills and demeanor, along with the innovative ability to communicate with both technical and non-technical clients
- Must be a team player and leader 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
- Challenge others to develop as leaders by providing timely and appropriate feedback



### Skills and experience we value:

- Bachelor's degree. Human Resources, Accounting or Business Administration preferred
- 5+ years client implementation and solution design experience
- Experience in staffing operations and supporting human capital software solutions
- Solid technical background with hands-on experience in Applicant Tracking Software (ATS) applications and/or HRIS systems
- Proficiency in Microsoft Office; Outlook, Word and Excel, Power Point, Visio and Teams
- Demonstrated ability to improve processes and enhance systems
- Able to recognize problems, develop and evaluate data, determine solutions, and make logical recommendations
- Exceptional written and verbal communication skills
- Strong interpersonal skills (listening skills, problem solving, confidence, etc.)
- Ability to multi-task
- Emphasis on high level customer service
- Position requires meticulous attention to detail
- Self-directed with the ability to keep up with a very fast-paced ever-changing environment
- Ability to travel (20%), may increase depending upon growth of company

### Benefits and location:

- This position is 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
- Many more ancillary benefits

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### How to apply:

Send your cover letter and resume to [recruiter@people20.com](mailto:recruiter@people20.com) and reference the job title and location.

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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.