POSITION DESCRIPTION

Role: Implementation Coordinator
Location: Columbus, OH
Reports to: Director, Implementation Services

Summary: The Implementation Coordinator is a member of Accent's Implementation Team which is responsible for the delivery management of Accent's services and products. The Implementation Coordinator will primarily focus on the management and coordination of communication with Accent's customers regarding the delivery of products and services along with performing the training and education services for Accent's new users.

Responsibilities:

- Coordination of communication with customers regarding implementation projects and activities.
- Scheduling, tracking, and follow-up of project related activities.
- Administer and execute weekly project status calls with Accent customers.
- Documentation of project requirements including details surrounding customer databases, call routing, user requirements, system configuration, and carrier services.
- Perform online training sessions with customers to educate users on Accent's products.
- Develop and manage Accent's online training curriculum and offerings.
- Management of customer documentation and records within Accent's internal customer database.
- Participation in weekly meetings with Accent's Implementation Team onsite at Accent HQ. Provide updates and input as required to the team during meetings.
- Participation in customer project meetings either onsite at customer offices or via phone/webinar as necessary.
- Other activities as assigned by manager.

Compensation:

- Salaried based on experience.
- Major medical, dental, and vision benefits available.
- 401K plan participation with profit sharing.
- Paid time off and holidays.

Education: Undergraduate degree in Business Administration, Project Management, Communication, Information Technology, or a related field is preferred however not required.