

About the Company: 360Facility is a leading provider of “Software as a Service” (SaaS) Facility Management and IT Help Desk software. 360Facility is committed to excellence, respect, integrity, and open communication. We are seeking team members who possess similar values and want to be part of a fast growing company.

Job Objective: The project manager will provide post-sale technical and business consulting, to ensure proper implementation and maintenance of new and existing 360Facility installations; Provide consulting at all levels including process assessments, training, implementation, and best practices support.

This position has direct responsibility for implementing 360Facility installations through the application of professional experience, industry knowledge, understanding customer requirements, and detailed knowledge of the 360Facility system.

Responsibilities

- Interview and consult with customers to gather and determine system deployment requirements
- Data collection, data configuration, data entry, system configuration, and user training.
- Work with new and existing customers in order to identify unrealized customer needs and recommend business processes changes to help customers maximize ROI of system.
- Mentor customers and provide ongoing consulting and support throughout the lifecycle of system deployment
- Be the primary interface between 360Facility and our customers during deployment planning, sales opportunities, ongoing deployment issue management, and ongoing customer relationship management.
- Utilizes internal resources and/or knowledge-based tools to diagnose and resolve technical and process issues.
- Develop and conduct professional product training sessions in both small and large forums, in person and via web cast.
- Develop detailed customer deployment plans (i.e. Implementation Action Plan, Time Lines...)
- Recommend best practices to meet customer business needs.
- Provide customer feedback, documentation and work samples to product marketing and product development teams.
- May assume Partner Relationship Management or Product Lead responsibilities as assigned.
- Must be an excellent listener, communicator and presenter. This role requires the ability to educate, consult and influence at many different organizational levels within a facility / property management group.
- Must be willing to become an expert in the use of CMMS, Asset Management, Work Order and other facility products. We will provide extensive technical product training for the right individual with the right industry experience.
- Other responsibilities and key result areas as required or assigned.

Requirements and Skills:

- 3 years experience leading or managing projects
- Education/Certifications or equivalent required: BS degree in Engineering, Operations, Business, or equivalent experience required.
- Ability to train end users to use software
- Proficiency in MS Word, Excel and using the Internet
- Ability to manage multiple projects at once
- Must be willing and able to travel periodically



Job Description: Project Manager

Desired but not required:

- Facility or property management experience
- Experience working with or implementing CMMS systems
- Understanding of business processes and key issues related to facility / property management
- Experience working in a consulting environment providing clients with implementation services
- Experience with building asset, maintenance, and materials management best practices

If you meet the requirements and feel you are qualified contact mbechtel@360facility.com.