Job Title: Implementation and Project Manager (My Dairy Dashboard)
Reports To: VP, Services
FLSA Status: Exempt
Travel: As needed to customer sites and corporate office

Summary: As an Implementation and Project Manager, your duties are varied and many. With regards to implementations, you will work hand-in-hand with our customers and internal technical resources to deliver successful product roll-outs. Depending on the project, your role may include: pre-sales support, requirements gathering, project planning, project management, budgeting, overseeing documentation, traveling on-site and working with customers to implement various solutions. As part of the services team, you will have the opportunity to work on various internal projects in a variety of roles, from project manager, to tactical execution, to being an on-call resource or expert.

Area of Focus: This role may engage in all of Dairy.com's business units, but will initially primarily support My Dairy Dashboard solutions. My Dairy Dashboard focuses on aggregation and visualization of key dairy datasets. It includes customer portals and dashboards that connect to on-farm management tools (e.g., DairyComp, FeedWatch). This role engages and supports the Business Unit leaders, as well as interacts with technical teams, product teams, customer support, sales and managed services. Externally, this role interacts with product users, IT, and project sponsors.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Pre-Sales / Requirements Gathering
- Support sales efforts with clients, including product demonstrations
- Lead and participate in discovery and requirements gathering – conduct working sessions to document client needs, compare those needs to existing solution functionality
- Prepare project Statements of Work, Budgets and Project Plans
- Engage development and technical team when required to produce project estimates
- Communicate with clients related to project scope, risks and overall engagement plan

Product Implementations
- Develop strategies and action plans for implementations
- Plan and schedule meetings and communicate progress reports
- Leverage systems and tools to track and plan implementation
- Work with technical resources, sales team and customers, to ensure that Dairy.com products are successfully delivered, and customers are utilizing our tools to the outlined scope and expectations
- Provide after hours (weekdays) and weekend customer/ hauler/user support during implementations
- Provide training and end-user support during and after the implementation process until appropriate hand-off to the customer support team
- Ensure customers have all necessary items required for utilization of systems and tools

- Test and troubleshoot final system setups
- Act as the liaison between the business and technical teams
- Project champion and representative. Move things forward (drive the project).
- Travel to client sites, as necessary

Project Management
- Align project objectives with company goals, and make sure project team is clear on objectives
- Create and maintain comprehensive project documentation including project plans, schedules, issues tracking, requirements, functional gaps, assumptions, risks and changes
- Schedule, document and follow-up on project-related meetings
- Publish status reports including accomplishments, upcoming tasks, as well as problems and solutions to internal and external stakeholders
- Implement and manage change when necessary to meet project outputs
- Work multiple projects simultaneously
- Foster partnership with customers/stakeholders/sponsors

Overarching Duties
- Become a subject matter expert and power user; know the tools, the design, best use and application to clients
- As customer questions or issues arise, collaborate with internal business partners to provide prompt resolution (Tier II support) – includes some weekend and afterhours effort
- Maintain, update, and distribute training documents – explore new avenues to create content and deliver impactful information to clients and users
- Perform product demos during pre-sales activities and other sales support regarding product specifications

Key Customer Success Themes/Objectives/Responsibilities
- Maintain an upbeat and enthusiastic attitude and outgoing personality that inspires customers and team members
- Measure the success of efforts (training, implementations, etc.) by identifying and monitoring customer learning metrics, usage milestones, and customer satisfaction
- Refine processes and procedures based on testing and learning from new ideas or new products
- Share information and new learnings and train team members
- Provide back-up support to other Service and Support team members as needed

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:
Associate degree or equivalent from two-year college or technical school and two years related experience and/or training; or equivalent combination of education and experience. Bachelor's degree preferred with two to four years of work experience.

Technical Experience:

Previous experience working with on-farm herd and feed software packages (e.g., DairyComp, PCDART, Feedwatch) is required.

Language Ability:
This role communicates with clients and internal stakeholders each day. This role requires professional and friendly demeanor on the phone or in email. Must be able to problem solve and communicate easily across organizations. Use of PowerPoint in addition to building charts and graphs in Excel. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, PowerPoint presentations, and procedure and training manuals. Savvy and articulate communication skills via email as well as on phone. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Math Ability:
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

Reasoning Ability:
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Other Requirements
Strong interpersonal and customer service/management skills (fellow employees are internal customers). Ability to solicit and motivate support from other employees across all functional dimensions, and otherwise be a positive contributor to a team-oriented business approach. Have a passion for serving and building relationships with customers and coworkers.

Computer Skills:
To perform this job successfully, an individual should have strong command of Microsoft Office products such as Word, Excel, PowerPoint, Outlook, Project, and Visio. Thorough knowledge of Dairy.com website for both user and CSR functions (this can be acquired on the job but must be sustainable).

Certificates and Licenses:
PMP, CSM, PPM, or other similar certification a plus, but not required.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk; sit and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include Close vision.

Employee must be able to travel occasionally on airplanes and via automobile. Travel is within the continental U.S.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbent will follow any other instructions, and perform any other related duties, as may be required by the supervisor.

_____   _____
Acknowledgement Signature   Date

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Printed Name