

The **Customer Implementation Project Manager** is a full-time position reporting to the Product Manager. The **Customer Implementation Project Manager's** job is to lead the successful onboarding and implementation of our products for new and existing customers. This role will serve as the primary point of contact throughout the implementation lifecycle—owning timelines, managing cross-functional teams, and ensuring customers achieve value quickly and smoothly. This role will combine strong project management skills with customer-facing communication, technical understanding, and a passion for delivering exceptional customer experiences.

Responsibilities:

- Lead end-to-end customer implementations from kickoff through go-live and transition to support
- Develop and manage detailed project plans, timelines, milestones, and deliverables
- Serve as the primary liaison between customers and internal teams during project implementation (Sales, Clinical, Engineering, Support, and Customer Success)
- Gather and document customer requirements and translate them into actionable implementation plans
- Proactively identify project risks, issues, and dependencies; develop mitigation plans
- Communicate project status, progress, and risks clearly to internal stakeholders and customers
- Ensure implementations are delivered on time, within scope, and meet quality standards
- Manage multiple concurrent customer projects with varying complexity and priorities
- Support continuous improvement of implementation processes, tools, and best practices

Skills Required:

- Bachelor's degree or equivalent practical experience
- 5+ years of experience in project management, customer implementations, or professional services
- Experience managing customer-facing projects in a SaaS, technology, or enterprise software environment
- Strong organizational and time-management skills with the ability to manage multiple projects simultaneously
- Excellent verbal and written communication skills
- Proven ability to lead cross-functional teams
- Familiarity with project management methodologies
- Proficiency with project management tools

Preferred Skills:

- PMP, CSM, or other project management certification
- Experience with onboarding or implementations for enterprise or mid-market customers
- Technical aptitude and ability to understand APIs, integrations, or system configurations
- Background in Customer Success or Professional Services
- Experience working in healthcare, specifically with EMR's (e.g., EPIC, Cerner)

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