



## IMPLEMENTATION COORDINATOR

Doers Wanted. Dreamers Encouraged.

Foresight Intelligence is seeking an organized and detail oriented Implementation Coordinator to support the entire client onboarding process of our newest product offering. The ideal candidate will ensure customer success by exceeding expectations throughout the order, installation and set-up process. You'll manage the customer on-boarding process; initial setup, configuration and training. You'll also be interacting with the customer post setup to ensure customer satisfaction and provide assistance in the processing of additional orders. You'll coordinate equipment activation, shipment, tracking and ensure that customers are getting maximum value from Foresight Intelligence products. Ability to organize multiple customer implementations simultaneously is critical. An outstanding listener with an enthusiastic, team-player mentality and the ability to learn and quickly adapt is a must.

REPORTS TO: Vice President of Operations

### POSITION SUMMARY

This integral team member will be responsible for the coordination of Foresight Intelligence products from order to shipment to customer follow-up including end-user training.

### Job Duties and Responsibilities:

- Process, ship and follow-up on all product orders placed by customers
- Responsible for the order entry, order maintenance, and management of order delivery process
- Source and order all items necessary to execute customer jobs
- Ensure all elements of the order are properly configured and shipped to appropriate customer addresses
- Maintain order documentation and ensure that all portions of customer order are processed and shipped in a timely manner
- Coordinate with team members in different departments to ensure logistics and billing are seamless to the customer
- Schedule installations throughout the US; maintain communication with customer to ensure a smooth process
- Provide customers with accurate timelines, tracking and delivery confirmations
- Work with outside vendors to ensure best shipping rates
- Demonstrate appropriate phone and email etiquette with internal and external customers.
- Provide end-user over the phone training sessions as required
- Ensure excellent customer service and attention to detail
- Provide clerical assistance as needed to Professional Services team
- Perform other duties as required/assigned

### Minimum Requirements:

- High School diploma or equivalent; Bachelor's Degree preferred
- 3+ years' experience working in a client service environment
- Strong customer service and problem solving skills
- Strong sense of accountability and follow up to ensure a smooth customer implementation process
- Ability to demonstrate learning agility and critical thinking skills and apply basic concepts in new situations
- Extremely organized and detail oriented
- Ability to establish and maintain excellent working relationships with customers and co-workers
- Proven ability to maintain focus and work effectively with multiple demands
- Clear sense of integrity, work ethic and a sincere interest in building strong relationships based upon competency and trust
- Computer Literacy: Microsoft Office Suite, familiarity with project management software a plus
- Ability to carry out duties and responsibilities without supervision

Base Salary in the low \$40's with additional variable compensation opportunity.

Salary commensurate with experience | Foresight Intelligence is an equal opportunity employer | Applicants must have right to work in the US

Email cover letter & resume to [careers@foresightintelligence.com](mailto:careers@foresightintelligence.com)