



Implementation Project Manager

We are excited about welcoming an Implementation Project Manager to our incredible team. The PM will take on management of key client projects with the goal of delivering quality outcomes that are on time, within budget and within scope. It will be critical to work closely with clients to understand and manage expectations, and to work alongside multiple departments within Enrich as well as third-party vendors, to ensure delivery. The PM role is primarily focused on Software Implementation Projects and will be responsible for occasional internal projects. This multi-disciplinary role crosses between Project Management, Implementation, and business analysis.

In addition to having a strong ability to manage multiple and competing priorities and adapt quickly to changing priorities, our ideal candidate is a:

- Fast learner who is passionate to learn about our industry, products, and data models; someone who seeks out learning and isn't shy about diving into unfamiliar and complex territory
- Self-starter who focuses efforts on business value, aligns with leadership on direction and priorities, proposes and drives improvements, and works in a fast-paced environment. Our super stars are those who take initiative, not waiting for others to drive their work; they take ownership in their area of expertise
- Collaborator who can work closely with others to understand problems at hand and deliver results; someone who loves to work in parallel with others, helping and learning from one another
- Mentor who shares their knowledge, documents best practices, creates training materials and trains others on tools, processes and best practices

Who are we?

Enrich is improving our customers' productivity and business processes with our enterprise fleet management solution, Enrich, and our business process management platform, Enrich Workflow Solutions. We provide our customers with a complete solution that reduces costs, and delivers efficiencies in our customers' operations, giving them a strategic advantage. Our strong teamwork, expert consultation, technical expertise and hard work allow us to enjoy enduring relationships with many customers.

We are passionate, creative, efficient, humble and collaborative professionals. Our thriving company has been a local success story for 30 years. We are headquartered in Calgary with distributed teams across Canada and the US, and have customers in North America, Australia, and Europe.

There are so many great things about being part of Enrich:

- Startup culture with the stability of an established, successful company – we celebrated our 30th year in business in 2020!
- Visibility and access to senior leadership
- Opportunity to work on a variety of projects and systems
- Latitude to search for and implement improvements and innovations
- Work with a team of brilliant experts who love to help each other
- Both in-office and work-from-home options exist currently

What will you do?

- Manage all project phases, including initiation, planning, execution, monitoring, control and closure
- Create project plans, including deliverables, activities, and timelines
- Successfully manage relationships with customers and all stakeholders
- Work with customers and project teams to develop, troubleshoot, and test software solutions
- Work with project teams to implement and support customer facing projects



- Improve communication, provide support and increase collaboration between internal departments
- Lead communication with stakeholders and team members through completion of projects; maintain awareness around project priorities, issues, concerns and requirements
- Provide scheduled and on-demand status reports and updates
- Tailor processes to meet the needs of individual projects
- Report and escalate issues to management as needed
- Create and maintain project documentation

Essential skills, qualifications, and experience

- Bachelor's Degree
- Minimum 5 years of Project Management experience (at least 2 years working on Software Implementation Project teams)
- Ability to manage multiple implementation projects simultaneously
- Ability to manage priorities in a deadline-driven environment
- Strong project management skills, including the ability to define scope, establish priorities and timelines, escalate problems to management, manage risks, coordinate resources, communicate statuses, and manage delivery of results
- Excellent oral and written communication skills
- Excellent MS Office, Visio and MS Project skills
- Ability to travel as needed (US, Canada, United Kingdom)

Nice-to-have skills and experience

- Experience in any of the following domains: transportation, truck lease rental, fleet management (e.g. TMW, Mcleod), shop management, material accounting, financial accounting, ERP (e.g. SAP, JD Edwards)
- 2 years of direct management/team lead experience preferred
- Experience working in Software Implementation
- PMP designation strongly preferred
- Experience with project management tools
- Commitment to being accountable for results
- Capacity for building relationships both internally and externally
- Strong focus on client service
- Ability to think independently and make decisions
- Strong interpersonal skills
- Collaborative approach to work
- Strong technical background; ability to troubleshoot technical software and hardware issues
- Experience with producing training materials (documentation, videos, etc.)