

# Implementation Consultant



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Web :

## Job Summary

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Vacancy :

Deadline : Sep 13, 2024

Published : Aug 13, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Assent is the leading solution for supply chain sustainability tailored for the world's top-tier, sustainability-driven manufacturers. Hidden risks riddle supply chains, many of which weren't built with sustainability in mind. That's where we step in. With insights from experts, Assent is the tool manufacturers trust for comprehensive sustainability.

We've grown from \$5 million to \$85 million ARR in just six years. With our recent \$350 million funding led by Vista Equity Partners, we're poised for even greater expansion and are on the lookout for outstanding team members.

Being a Certified B Corporation, we don't just advocate for sustainability – we live it. This certification underscores our commitment to environmental, social, and governance excellence. At Assent, your work will directly amplify transparency, sustainability, and fair practices worldwide.

### Hybrid Work Model

At Assent, we proudly embrace a remote-first work model, valuing the flexibility and autonomy it provides our team. We also acknowledge the intangible benefits of occasional in-person workdays. For team members situated within 50 kms/31 miles of our five global offices in Ottawa, Eldoret, Penang, Columbus, and Amsterdam, you can expect to come into the office one day a week. Similarly, those near our co-working spaces in Nairobi and Toronto are encouraged to work onsite once a month.

## Job Description

The Implementation Consultant will report to the Manager, Implementation Consulting and will have a wide range of duties, all of which are in the spirit of ensuring program success through the successful implementation of Assent's software as part of Assent's Professional Services department. The Implementation Consultant, Professional Services will play an integral role in delivering our services to customers on their purchased solution, working with our customers to define and execute on their project plans from start to finish. The ideal Consultant is eager to learn with high motivation, is highly organized with impeccable attention to detail and excellent interpersonal skills.

### Key Requirements & Responsibilities

- Manages the initial onboarding process, specifically focused on understanding client goals, their business, their data, and ensures quality of product configuration for clients
- Partners closely with Customer Success to align customers data set up and program configuration with client's desired program outcomes
- Builds confidence and trust with clients using project management methodologies and deliverables such as client-facing reports, weekly status meetings, and milestone plans
- Builds and manages relationships with key stakeholders within assigned client organizations
- Manages the processes and procedures for activities covering the provisioning, setup, data load, build, test, and deployment of customer systems and associated modules
- Conducts data discovery and implementation workshops, and ongoing consultation aligned with Assent's data standards and processes, to ensure that our client's data implementation is optimized for long term success
- Proactively identify data risks, assess potential impacts, and collaborate with internal teams to implement effective mitigation strategies
- Inputs and maintains designated business systems tools with up to date statuses, communications, conversations, and correspondence with Assent clients
- Works closely with cross-functional Assent teams to develop, and enhance, best in class processes, procedures, and templates enabling consistent process improvements
- Possess beginner to intermediate regulatory knowledge in order to consult with clients in program direction;
- Use Assent's internal resources, including our software, to proactively respond to a variety of client queries both over the phone and electronically;
- Keep informed and up-to-date with Product releases and regulatory updates in order to best support Assent's clients;
- Serve as a friendly and professional frontline contact with Assent's clients;
- Be familiar with corporate security policies and follow the guidance set out by processes and procedures of Assent.

This is not an exhaustive list of duties. Responsibilities may be altered and/or added from time to time to meet business needs.

## Qualifications

We strongly value your talent, energy and passion. It will also be valuable to Assent if you have the following qualifications

- Excellent oral and written communication skills in English - you communicate clearly, concisely and with tact, additional languages are considered an asset;
- A University, College and/or Post Graduate Certificate in a related area of study or equal working experience;
- Minimum of 3 years related work experience in customer success, project management, and/or consulting roles, or an equivalent/transferrable field;
- Working knowledge of consultative customer management and/or project management roles;
- Experience working in a technology/SaaS and/or a Professional Services organization would be considered an asset;
- Solid interpersonal skills - you are able to build stable relationships in a collaborative environment with a diverse group of stakeholders - internally and externally;
- Advanced Excel skills - able to leverage all Excel functions to analyze and report complex datasets;
- Excellent time management and organizational skills - ability to effectively prioritize and execute on several asks for many different client accounts and internal stakeholders;
- You have an insatiable thirst for knowledge - you are motivated to learn and keep yourself up-to-date with regards to changing regulations;
- You possess maturity, poise and professionalism;
- You are emotionally intelligent - you are self-aware, can see things from various points of view, and self-regulate;
- You are intellectually curious with excellent problem-solving skills;
- You anticipate, understand, and respond to the needs of others and are proactive about communicating;
- You are a strong team player, are always willing to lend a helping hand, and are motivated to contribute your expertise to a diverse pool of resources to support business goals;
- You are a critical thinker and can suggest, implement, and support efficient and effective operations;
- You have grit- you are conscientious, will always work towards providing solutions over excuses and are dedicated to achieving excellence and driving results;
- You are open to feedback, coachable and always striving to self-improve;
- You are proficient in the use of MS Office Suite and Google Applications and other Office Productivity tools.

## Additional Information

### Life at Assent

**Wellness:** We believe that you and your family's well being is important. As a result, we offer vacation time that increases with tenure, comprehensive benefits packages (details vary by country), life leave days and more.

**Financial Benefits:** It's not all about the money – well, it's a little about the money. We understand that financial health is important and we offer a competitive base salary, a corporate bonus program, retirement savings options and more.

**Life at Assent:** There is purpose beyond your work. We provide our team members with flexible work options, volunteer days and opportunities to get involved in corporate giving initiatives.

**Lifelong Learning:** At Assent, curiosity is not only valued but encouraged. You will receive professional development days that are available to you the day you start.

At Assent, we are committed to growing and sustaining an environment where our team members feel included, valued, and heard. Our diversity and equal opportunity practices are guided and championed by our Diversity and Inclusion Working Group and our Employee Resource Groups (ERGs).

Our commitment to diversity, equity and inclusion includes recruiting and retaining team members from diverse backgrounds and experiences, and fostering a culture of belonging where all team members are included, treated with dignity and respect, promoted on their merits, and placed in positions to contribute to business success.

If you require assistance or accommodation throughout any part of the interview and selection process, please contact talent@assent.com and we will be happy to help.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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