

## Project Manager – Client Engagement & Implementation

Cubigo's cloud-based solution enhances independent living for seniors. Its unique technology for staff, residents, and family to communicate on one platform enables streamlined access to services such as meals, activities, maintenance and transportation. It puts control in the consumer's hands and for our clients, lowers their total cost to serve.

Cubigo is looking for a high energy, passionate, and experienced project and implementation manager to join our growing team in the United States. The Project Manager for Implementation and Client Engagement plays a critical role with responsibility and visibility throughout the organization. You will lead our efforts at the client level to transform their business operations and delight our client's customers, by implementing on time, on budget, without missing the smallest of details - eventually leaving behind a client reaping business value in excess of their expectations.

Successful candidates will have the ability to lead cross-functional teams from sales, data management, product, engineering, customer success, and communications to deliver a comprehensive customer solution.

We are in a fast-paced growth environment. If you enjoy rolling up your sleeves, working multiple exciting transformational projects and thrive in ambiguity, you will create success for the client, yourself and the firm while being in the forefront of an industry in change.

1. Assist Cubigo Clients to realize business value in excess of their expectations by completing a smooth preparation, engagement, adoption, and transition to a Cubigo-enabled business for executive directors, operational staff and residents. Put them on a path to success pre- and post-GoLive.
2. Account management team member to successfully scale operations with engaged and value realizing clients.
3. Responsibilities:
  - a. Scope the project, develop implementation plans based on community assessments
  - b. Collaborate with the sales and account team to detail the value delivery plan
  - c. Co-create workflow and task changes/brainstorms with community staff to fit product
  - d. Develop/customize training materials for residents and staff
  - e. Create plan to complete training sessions with staff and with residents
  - f. Support an engaging Go-Live environment, and post implementation stabilization
  - g. Collect ideas for:
    - i. standardization of implementation
    - ii. new functional and usability features to add to our product

- iii. share client feedback for product upgrades, represent the client in our roadmap discussions
  - h. Transition the client to our Customer Support Services
  - i. Leave behind an operating support structure within the client community
  - j. Initially manage up to multiple simultaneous project implementations (with supporting full and part-time staff) while designing techniques and requirements to accelerate our ability to scale with an objective to approach a plug and play implementation for Cubigo
  - k. Facilitate project management updates with client and with internal teams
4. Our environment
- Cubigo operates in team based environment, supporting each other as we grow rapidly in 2018 and beyond. We expect professional self-starters and with positive energy to be the advocate for our clients as they enter into a new Cubigo-enabled world that is transforming the industry.
5. Skills
- a. Social and personable - a good trainer and facilitator of groups of staff and resident embarking with new technology solutions, maintain relationships with client executive and administrative staff
  - b. 5+ years of customer facing project management experience, PMI certification a plus
  - c. Experience with B2B SaaS systems implementation in health and/or senior living a plus
  - d. Experience with technology training for staff and seniors
  - e. Familiarity with customer experience, UX assessment
  - f. Enterprise system project implementation experience desirable
  - g. 5+ years of managing and supporting technology implementation projects with the user community in SaaS environments
  - h. Ability to manage and interact with different types of teams (customer, engineering, data management, product, external partners, etc.)
  - i. Creative-minded thinker with the ability to investigate, troubleshoot, and resolve issues by finding workarounds as well as evaluating where product change is needed
  - j. Strong presentation and public speaking skills
  - k. Experience in a startup environment
6. Travel
- 30-70% based on mix of clients
7. Status - initially as independent contractor with a goal to become a full-time employee within 12 months upon success with our clients and in our firm.

#### EEOC Statement

Cubigo provides equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, pregnancy, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Cubigo will provide reasonable accommodations for qualified individuals with disabilities.