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| Job Title: | Sr. Manager of Implementations | Job Category: | Exempt |
| Department/Group: | Implementations |
| Location: | Remote | Travel Required: | Less than 20% |
| Reports To: | VP of Operations | Position Type: | Full Time |
| Level/Salary Range: | Very Competitive | Date Posted: | Click here to enter a date. |
| HR Contact: | Dixie Milberg | Start Date | ASAP |
| External posting URL: | http://www.phoenixet.com/company/careers-phoenix-energy-technologies |
| Applications Accepted By: |
| E-mail: careers@phoenixet.comSubject Line: Careers at PhoenixET – Sr. Manager of ImplementationAttention: Dixie Milberg |
| Job Description |
| **POSITION SUMMARY:** Phoenix Energy Technologies is growing (and growing fast) through our groundbreaking energy management software, best-in-class EMS services, and advanced analytics. We’re currently seeking A-players who are ready to jump into a fun, fast, and furious paced environment. We’re pretty keen on the environment, so if you have a passion for all things green like we do, even better. The role of the Sr. Manager of Implementations leads a team, including direct reports and cross-functional participants, responsible for customer onboarding including technical implementation of PhoenixET’s technical platform, service center operations and initiation of energy conservation strategies and other value added services. Oversees and supports multiple implementation projects. In this role the manager reviews and aligns external customer requirements, consults with customers on best practices, develops project plans and ensures that implementations are completed on time, within budget, aligned with agreed to statements of work and meets customer expectations.The Sr. Implementation Manager manages subordinate staff in the day-to-day performance of their jobs while coordinating tasks and deliverables with other critical functions in the onboarding process. In this role, the manager is responsible for ensuring successful completion of customer pilots and full customer implementations, followed by full transition of customers to ongoing operations. Support the full customer lifecycle from presales through ongoing service delivery by promoting excellence in the organization, introducing and expanding technical capabilities and the acquisition and adoption of different types of methodologies needed to perform leading edge studies and analyses, creating/maintaining a comprehensive knowledge base, developing and promoting best practices and driving innovation. In this role, we expect the Sr. Manager to be highly organized, have strong communications skills and business acumen. The ability to present plans and results, as well as represent thoughts and ideas in compelling presentation formats is essential to success. This role will also play an important part in scaling activities with company growth by, for example, improving existing business processes through automation and reporting. **ABOUT PHOENIX ENERGY TECHNOLOGIES, INC.:**Founded in 2004, Phoenix Energy Technologies is a leading provider of Enterprise Energy Management Software and Enterprise Energy Management Services. PhoenixET works with commercial, retail and higher education customers to diagnose opportunities and implement strategies which reduce energy consumption and costs. Through real-time measurement and verification of energy use, related costs and contextual data (such as weather, occupancy, and schedules) PhoenixET helps its customers get a "full view" of energy consumption and costs in order to drive efficiencies, reduce energy spend, and deliver maximum ROI.In addition to its software services, PhoenixET also provides professional monitoring and analysis services to its customers. As a company which began as a consulting and services firm, PhoenixET has taken an innovative approach to alarm and data management with a focus on built-in intelligence. By leveraging the PhoenixET technology platform, together with a robust and innovative services arm, PhoenixET customers redefine the 360-degree approach to energy management.Culture is king at Phoenix Energy Technologies and we take great pride in our Phoenix Phamily atmosphere and great Team spirit!  We offer a great product/service, have exceptional leadership and a close-knit group of knowledgeable and hard-working Team-oriented employees.  PhoenixET is truly a great place to work and grow.**RESPONSIBILITIES:*** Develop an analytic strategy which provides added value to Customers and incorporates Predictive Analytics and IoT growth to drive future revenue opportunities
* Allocate human/financial resources to projects, setting priorities, monitoring execution to keep projects on time and budget
* Manage staff of Implementation Leads, evaluating performance, and facilitating professional development.
* Coordinate analytic research projects generated both internally in connection with new product/service development and externally in connection with serving existing Customers and attracting new ones
* Lead customer facing and internal coordination and status meetings
* Support the sales process by providing customer demo’s and presentations regarding PhoenixET’s products, services and capabilities demonstrating our value to both prospects and customers through the pilots and full implementations
* Translate customer needs into detailed business and technical requirements
* Ensure the teams delivery on commitments to implement and onboard customer locations
* Identify and evaluate opportunities for automating and/or improving current service delivery, analysis and reporting processes and methods.
* Support the creation of reports and related deliverables within specified timelines, including data standardization, creating statistical summaries, presenting standardized and ad-hoc quantitative analyses
* Work with and promote collaboration with other business groups to support company objectives and priorities, for example: working with the marketing team to develop case studies, supporting the Customer Experience Manager and other customer facing colleagues by providing investigative analyses to answer specific questions or to identify and communicate value propositions, working closely with our various service teams to leverage customer energy and other data to its fullest extent, and supporting R&D and new product development efforts in creating and improving proprietary software products and tools.

**REQUIRED QUALIFICATIONS:*** Bachelor’s Degree or equivalent experience
* Demonstrable success in leading teams: 5+ years of related leadership experience
* A history of success leading complex technical implementation projects
* Strong technical acumen with affinity for rolling up your sleeves.
* Superb communication skills – ability to translate technical and complex ideas for the novice
* Strong written and verbal communication skills
* Exceptional organizational abilities
* Excellent presentation skills
* Presales experience
* Mastery of MS Office tools including MS Excel
* Strong problem solving skills
* Strong cross-functional collaboration and influence skills
* Excellent presentation skills – using MS PowerPoint, BI reports and other media to tell compelling stories and results
* Motivated, proactive and accountable, owns their work and that of their team
* Good time management skills
* Strong attention to detail

**PREFERRED QUALIFICATIONS:*** Experience working with energy analysis and data
* Knowledge of primary building energy systems and related data: HVAC, lighting, etc.
* Experience working with building control systems data
* Experience working with refrigeration control systems data
* Retail and commercial buildings energy experience
* Experience with data manipulation and analysis tools
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