



**Position:** Implementations Manager

**Department:** Delivery & Operations

**Reports to:** VP, Implementations

**Location:** Alabama

Dash Solutions is a fast-growing fintech company that provides digital payments and engagement program management to thousands of customers throughout the US. Dash Solutions offers innovative strategies and a proprietary technology stack, including payroll, expense, gift, reward, and incentive card products to employers, financial institutions, and government agencies.

### **Position Summary**

The Implementations Manager is responsible for coordinating and actively supporting client implementations. In this role you will interact with the client and various internal teams within the organization to coordinate, set up, and onboard new clients. This includes establishing relationships with clients, tracking of project tasks and timelines, day-to-day issue management, follow-up, composing and performing client training, and various other implementation related activities. You will be trained on the various prepaid products, systems and services offered by Dash Solutions and will be required to use this knowledge as a part of the implementation process.

### **Responsibilities include, but are not limited to:**

- Coordinate and/or perform program configuration, setup, training, and validation testing.
- Ensure on-time delivery and quality of work.
- Creative problem solving on business case scenarios, client needs or technical issues.
- Track and provide ongoing project status to management and others as required.
- Identify areas for process improvement.
- Perform other duties and responsibilities as assigned by management.
- Understand API, XML, and Batch File Processing
- Ability to understand client business requirements and leverage existing features and functionality to meet those requirements.
- Ability to communicate across the organization including IT, Product and Account Management client deliverables, status, and requirements.

### **Desired Skills & Experience:**

- Bachelor's Degree
- 3 to 5 years' experience in one or more of the following areas: business administration, consulting, project management, or financial services.
- Experience in working with clients, project teams and/or managing a series of project tasks.
- Eagerness to be challenged with new tasks and responsibilities and flexible with an ever-changing, fastpaced environment.
- Self-starter with ability to think 'on your feet', troubleshoot, leverage resources, prioritize and juggle multiple projects at once.
- Ability to learn and apply that learning to help teach/train others.
- Excellent oral and written communication skills
- "People person" who is able to build rapport with clients, internal teams, and communicate confidently and clearly
- Logical and/or technical minded and able to plan, prioritize, and anticipate issues
- Proficient with Microsoft and/or G-Suite productivity and collaboration tools.
- Strong organization, multi-tasking, and business analytical skills

### **Our Culture**

The unique culture at Dash Solutions is hard to beat, where innovation and a hard-working environment go hand-in-hand with a casual and fun atmosphere. We promote an energetic and team-oriented workplace where collaboration and a results-driven attitude is key to our success.

### **Our DASH Values**

- **Solutions** – We use creativity to develop innovative solutions.
- **Passion** - We are passionate about delivery for our customers every day.
- **Authenticity** – We lead and communicate with authenticity.
- **Respect** – We row together with respect and enjoy the ride.
- **Key** – The key to our success is our willingness to ask "WhyNot?"

**Our Benefits**

Dash Solutions is proud to be an Equal Opportunity/Veterans/Disabled/LGBTQIA+ Employer and provides a competitive, and comprehensive compensation package.