



Job Summary:

OrderMotion, Inc.
Burlington, MA 01803
Industry: Software B2B
Job Type: Full-Time, Employee
Years of Experience: 2+ to 5 years
Education Level: Bachelors Degree
Career Level: Experienced (Non-Manager)

Job Title: *Implementation Consultant*

About the Company:

OrderMotion is a growing and profitable, SaaS-based direct-to-consumer (D2C) campaign and order management company. Our two key markets are E-Commerce and Direct Response Television (DRTV). Our on-demand, Web-based technology seamlessly integrates our customer's entire network of fulfillment warehouses, call centers, customer service centers, Websites, payment processors and media agencies. Marketers get real-time data feeds that track consumer purchases from acquisition through retention. Specializing in complex offer structures and flexible testing options, OrderMotion is ideally suited for multi-pay and continuity order processing. We support nearly 200 D2C businesses processing more than \$1 billion annually. We are a VC-backed company located in Burlington, MA and currently employ 22 full-time employees worldwide.

Summary job description:

As a member of the Professional Services team, this position plays a key role in the success of a client's implementation of OrderMotion's SaaS product. The Implementation Consultant works in conjunction with the client's business and technical teams to configure OrderMotion's solution. The Implementation Consultant researches issues as well as provides consulting on campaign and order management best practices in support of OrderMotion's solution. This individual must have strong attention to detail and be a consummate professional.

Key Responsibilities/Job Duties:

- Gather business requirements, define the scope of configurations and author design documents
- Provides consulting and support to clients as they configure the product
- Performs product configurations and installations
- Uses in depth knowledge of OrderMotion's solution to determine client business requirements and propose solutions to the client during the implementation cycle
- Conduct client product training sessions
- Prepare statements of Work and other project scoping documents.
- Provide evaluation and acceptance of client requirements including preparation of design documents.
- Manage project sizing and delivery timelines.
- Manage customer relationship for day-to-day project activities.
- Communicate project issues that may impact the project's success to the Implementation Manager
- Build and maintain project management, training and customer services processes to support client engagements

- Performs related tasks as needed

Background requirements:

- 2-3 years product consulting experience in the eCommerce software industry
- Retail experience (i.e. brick and mortar, e-commerce, web, catalog, or order management/warehouse management industry) is preferred
- Technical familiarity with one or more of the following: SQL, XML, Javascript, HTML, SOAP
- Strong presentation, written and oral communication and analytical skills
- Demonstrated ability to learn new technologies
- Ability to work in a fast paced, team oriented environment
- College degree is required

Submit resumes to: hr@ordermotion.com. Learn more about us at www.ordermotion.com.

Thank you.