

Job Description Implementation and Training Specialist

Join a Toronto-based, Internationally successful hospitality technology leader. ResortSuite is an innovative and rapidly growing company that has managed guest information and streamlined operations for some of the most prestigious hotels, resorts, spas and clubs in the world.

The role of **Implementation and Training Specialist** involves working directly with our client properties serving as both the Project Manager and Trainer throughout the entire implementation and go-live process.

This candidate must be eager and able to travel, properly manage time and multiple tasks, and work well independently, while simultaneously embracing the team culture of ResortSuite. In addition, the candidate must demonstrate the company value of providing exceptional support and training to our clients throughout the implementation process, so they are able to maximize the functionality benefits of our robust and fully integrated software product.

The Candidate chosen must be professional, proactive, and possess exceptional communication abilities, both written and verbal. He/she must demonstrate excellent organizational, presentation, and creative problem-solving skills while feeling comfortable and confident performing in a fast-paced environment. This candidate must rapidly learn and master diverse technologies and techniques all within critical deadlines.

Key Skill Requirements:

- Understand the unique business processes and guest flows of the client property and feel confident making recommendation regarding system configuration based on client requirements
- Create, execute, and manage the Implementation project plan based on the contracted scope, time and budget
- Properly manage time and tasks required of several projects occurring simultaneously
- Conduct both remote and onsite training sessions with managers and front-line end users
- Serve as the primary contact for all client queries throughout the implementation process, delegating to appropriate resources as required
- Plan and lead weekly project calls to review current action steps and assign tasks and responsibilities to both client and ResortSuite team members, managing key deadlines

- Prioritizing customer issues and escalate business critical issues to support and/or development to resolve in an efficient and timely manner
- Write and update internal and customer facing training documentation
- Collaborate with other members of the Implementations Team, Customer Support & Customer Success to ensure consistent, efficient and effective support is provided to the clients during implementation and as they transition to these other departments post live.

Preferred Skills & Experiences:

- Knowledge and experience of basic computer functions and systems and a background in technical computer services. Specifically, familiarity with TSQL and advanced Excel reporting are also assets.
- A minimum of 3 years hotel operations or hospitality related experience
- Proper credentials to travel worldwide

To Apply:

Forward your résumé and cover letter to: careers@resortsuite.com