Implementation Supervisor - Exempt

Summary / Description:
The Implementation Supervisor will be responsible for implementing transportation solutions for healthcare systems, clinical laboratories and blood banks.

Reports To: Implementation Manager   Direct Reports: None

Essential Duties:
- Develop thorough understanding of operations, become an expert on internal operating systems and procedures
- Assist in recruiting and hiring of local management teams/LSRs
- Conduct training for local management teams/LSRs; ensure all team members have completed appropriate training program prior to operational GO LIVE
- Coordinate office, warehouse and fleet outfitting for new locations
- Complete assigned tasks and projects within implementation plan; ensure assignments completed on time in accordance with project plan
- Help with development of resource plan and staff local operation (Management team & Logistical Service Representatives)
- Participate in weekly meetings with client to discuss project status; track and resolve open issues/questions from client during implementation period
- Effectively interact with corporate departments throughout the project (IT, Analysis, Sales, Dispatch)
- Work with Implementation Manager to ensure project plan is executed and deadlines are met
- Ability to adapt to changing client demands; actively manage any changes and adjust plans appropriately
- Manage seamless transition after project completion; ensure local operations team is ready to assume control of operation
- Provide additional operational support outside core implementation responsibilities (analysis, market support, internal projects)
- Travel throughout markets up to 70% of the time as assigned. Assignments may run for week/month long periods.
- All other job-related duties as assigned.
- Work to promote Medspeed team culture.

Education and Work Experience Requirements:
- Bachelor's degree required
- 1-2 years logistics or management experience; implementation experience for service-oriented business preferred

Skill and Competency Requirements:
- Strong customer relation skills, demonstrated ability to interact with key decision makers.
- Excellent written and verbal communication, strong interpersonal skills
- Strong computer skills, knowledge of Microsoft Excel, Word and Outlook
- Ability to operate with high energy and flexibility in a fast-paced, team environment
- Detail-oriented with ability to manage multiple projects
- Effective analytical, troubleshooting and problem-solving skills
- Rational thinker, with ability to remain calm and excel in stressful situations
- Team management; motivate and optimize the performance of team members