

Implementation Manager - Cap Table Equity

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Company: Equiniti

Location: United States

Category: other-general

Management Level

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Equiniti is a leading international provider of shareholder, pension, remediation, and credit technology. With over 6000 employees, it supports 37 million people in 120 countries.

EQ's vision is to be the leading global share registrar, offering complementary services to its client base and our values set the core foundations to our success. We are TRUSTED to deliver on our commitments, COMMERCIAL in building long term value, COLLABORATIVE in our approach and we IMPROVE by continually enhancing our skills and services. There has never been a better time to join EQ.

Core Duties/Responsibilities

The successful candidate will be responsible for the following:

Project Management:

Lead end-to-end project management for software implementation, working one-on-one with client companies.

Develop and execute comprehensive project plans, timelines, and deliverables to ensure on-time and successful software adoption.

Collaborate with internal teams (sales, product, customer success) to align implementation strategies with client needs and expectations.

Customer Support:

Fulfill service tickets from existing customers, aiding in troubleshooting alongside the user and

internal customer support team.

Work closely with clients during the implementation process to address queries, concerns, and provide assistance.

Requirements Gathering:

Gather and document intake requirements for implementation, specifically focused on equity compensation industry standards.

Ensure a thorough understanding of client needs to tailor the implementation process accordingly.

Relationship Management:

Develop and nurture relationships with internal and external technical stakeholders.

Collaborate with client companies to build strong working relationships, ensuring a smooth implementation process.

Reporting and Transparency:

Create and maintain reports that provide transparency into each implementation, tracking progress and identifying potential roadblocks.

Communicate effectively with internal stakeholders to keep them informed about project status.

Training:

Conduct standard training sessions on the platform for administrators before account sign-off and go live.

Ensure clients are proficient in using the software to maximize its benefits.

Skills, Capabilities and Attributes

The successful candidate will demonstrate the following experience, skills, and behaviors:

Experience in Private Company Equity Compensation is required

2-3 years of hands-on implementation, customer success, project management, technical consulting, and/or **private company equity compensation** analysis/consulting experience.

3+ years of prior work experience in SaaS as a consultant, with a professional services

organization or as an internal consultant in the Equity Compensation space.

CEP (Certified Equity Professional) designation preferred or desire to obtain certification.

Able to effectively partner, collaborate, and communicate with technical and non-technical colleagues.

Strong knowledge and proficiency in Excel / Google Sheets.

Excellent verbal, written, and interpersonal communication skills.

High attention to detail and accuracy.

A self-motivated team player, ready to embrace a fast paced, high-growth environment

Proven project management skills.

Strong interpersonal and communication skills.

Experience in equity compensation industry practices.

Ability to analyze and understand technical requirements.

Excellent problem-solving and troubleshooting abilities.

Proficient in creating and maintaining reports.

Reporting:

This role reports directly to the Head of Client Onboarding and Support.

How Success is Measured:

Successful and on-time completion of software implementations.

High customer satisfaction scores.

Effective collaboration with internal teams.

Compensation

\$85,000-95,000 per

Equal Opportunity Statement

We are an equal opportunity employer and make employment decisions without regard to race, creed, religion, national origin, sex (including pregnancy, gender identity, and sexual orientation), parental status, marital status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, status with regard to public assistance, or any other characteristic protected under federal, state, or applicable local law.

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