

Solution Delivery Manager, Customer Success

FinLocker is a Customer centric leading financial data and analytics company. Our mission is to enable people to achieve the dream of Homeownership and Financial Well-Being. Our Consumer Digital Assistant is a secure, transactional personal financial management tool that aggregates a consumer's financial data and analyzes/recommends/streamlines mortgage and other financial transactions. Consumers benefit from personalized recommendations, financial/mortgage education, credit score/report/monitoring, cash flow analysis, budgeting, goal planning, data sharing and more. Lenders utilize FinLocker to generate leads, cross-sell value add products, reduce costs, and create Customers for life.

We are looking for an outstanding Customer Solution Delivery Manager to manage and deliver Customer Success FinLocker solutions and outcomes for our Customers and Partners. The position is based in our Clayton (St. Louis) office.

The ideal candidate is a servant leader who puts Customers first and has a passion for their success, has good Customer communication skills, is detail oriented, and has a can-do mindset to deliver on-time Customer Success solutions.

Successful team members in this role:

- Enjoy being a trusted advocate and working with Customers to deliver Customer success and better than expected business outcomes
- Create and deliver timely joint Customer and FinLocker project solution outcomes including establishing upfront goals, planning and on-time delivery
- Effectively communicate with all levels of Customers and FinLocker leadership including executives, business champions, Customer users, and Technology team members.
- Proactively identify potential obstacles and roadblocks and develop mitigation plans to reduce risk and ensure Customer satisfaction
- Believe in continuous improvement and learnings by defining and utilizing standard practices and process improvements to streamline and scale the rollout of FinLocker solutions
- Grow team members and demonstrate exceptional teamwork and partnering

Responsibilities / Required Experience

- Proven track record of leading and managing Customer rollout software projects including planning, communication, and delivery of Customer solution results for based services contracted
- Exceptional Customer relationship and Customer management abilities including holding regular meetings with all stakeholders to ensure open communications, track progress, and identify potential risks and mitigations
- Open and accurate communication and reporting of Customer and Partner solutions to FinLocker leadership including weekly status using Customer metric data and project milestones.
- Capture, prioritize and plan cross-Customer solution and integration needs to optimize cross-Customer synergies while balancing FinLocker development capacity
- Create customized implementation plans for Strategic Customers and Partners.
- Proactive identification and escalation of risks and creation mitigations plans to minimize the impacts

- Implementation of B2B SaaS technologies for contracted Clients and their Customers including working with cross-team FinLocker technical delivery teams to deliver timely solutions.
- Strong understanding of agile product delivery and software technology
- Strong written, verbal, and presentations communication skills including the creation of best practice documentation

Education

- Bachelor's degree in BA or BS Management Information Systems, Computer Science, or other

Related Work Experience

- At least 5 years project management experience
- At least 5 years in a Customer facing implementation roles
- Experience at a large IT consulting firm is preferred
- Proven track record implementing software solutions for external Customers is preferred
- Financial and/or mortgage industry experience is a plus

Certifications

- PMP – Certified Project Manager is desired