

Bilingual Implementation Project Lead

About us

Mesh Scheduling Inc. (creator of Mesh AI) is a clinician-centered startup aiming to solve work-life conflicts through innovation and open-minded solutions. Mesh AI is the first "clinician-first" scheduling tool, transforming healthcare staff scheduling with a collaborative, affordable, and easy-to-use approach that reduces time, cost, and errors while enhancing outcomes for patients and providers

About the role

Mesh AI is seeking an experienced Bilingual Customer Service professional with project management experience. This role is essential in ensuring seamless customer onboarding by managing the entire implementation process, from planning through support, as well as overseeing light-managed service accounts. In this role, you will make a significant impact by ensuring each implementation meets quality and timeline expectations, directly influencing customer satisfaction and retention through a combination of technical setup, strategic planning, and cross-functional coordination. You will enable our customers to see the full potential of our solution early on, laying the foundation for long-term success and deeper engagement.

This is a unique chance for you to make a direct impact, work cross-functionally, and shape a seamless onboarding experience for clients. If you're looking to lead meaningful change and be a key player in our growth, this role is for you!

Responsibilities

- Communicate effectively with customers and leads to understand their needs to manage and plan the entire implementation process from sales to support.
- Manage overall relationship with customers, focusing on onboarding, adoption, and satisfaction throughout their journey.
- Implement foundational components of an account setup, including rosters, templates, and organizational/group/team structures, in collaboration with and with approval from Implementation Engineers.
- Manage special accounts in light-managed service plans, providing tailored support to ensure customer satisfaction and effective, timely management.
- Support the Customer Success team by handling lead and user communications, ensuring day-to-day activities run smoothly.
- Investigate problems to identify root causes and resolve issues creatively and efficiently.
- Deliver product demonstrations at different stages of the customer journey.
- Coordinate with internal teams and external stakeholders to align expectations, ensuring high-quality implementation and timely launch.

- Continuously improve implementation processes based on client feedback and industry best practices.

Skills & Qualifications

- **Experience:** You have at least 3 years of experience in customer support, ideally within a SaaS company, or equivalent experience in implementation, demonstrating a strong ability to meet customer needs effectively
- **Project Management:** You possess strong project management skills, coordinating tasks and timelines to ensure successful implementations, e.g., coordinate the onboarding process for several customers at once, prioritizing tasks to ensure each project is completed on time.
- **Communication Skills:** You excel in verbal and written communication in **English, and French**, engaging effectively with customers and internal teams.
- **Problem-Solving:** You are skilled in problem-solving, able to identify root causes and develop creative solutions to challenges, e.g., diagnosing configuration errors during the initial stage of software setup.
- **Relationship Management:** You build and maintain trusting relationships with customers, ensuring a high level of satisfaction throughout their journey. e.g., being proactive in addressing potential issues before they escalate.
- **Technical Tool Knowledge:** You are familiar with software platforms and tools used in customer support and project management. e.g., ClickUp, Trello, etc.
- **Collaboration:** You have experience with collaborating cross-functionally with internal teams, like product and engineering, to enhance user experience and drive adoption.
- **Adaptability:** You demonstrate adaptability by quickly learning new processes and technologies in a dynamic environment. e.g., mastering a new time tracking tool within a short timeframe to enhance process management.

Within 3 months you will..

- Be Familiar with the company and its products to effectively address customer needs and ensure a seamless experience throughout the implementation process.
- Be Proficient in project management tools used by the company.
- Gain a comprehensive understanding of the customer journey, from sales to support and full launch.
- Identify any gaps in the process and suggest or implement effective fixes.
- Manage at least two accounts through the customer journey, from sales to the implementation of foundational components of an account setup.
- Hold customer meetings to provide updates and resolve implementation challenges
- Collaborate effectively with team members to ensure success in the implementation process.

Success in this role

- **Timely and Efficient Implementations:** Successfully meet or exceed established timelines for implementation, ensuring that projects are delivered on schedule.
- **High-Quality Outcomes:** Deliver high-quality implementations that meet customer requirements and expectations, contributing to overall satisfaction.
- **Customer Satisfaction:** Achieve positive customer feedback demonstrating the ability to address customer needs effectively throughout the implementation process.

Why join us

- If you thrive on energy and momentum, you'll love our dynamic workplace that keeps you engaged and challenged.
- Accelerate your professional journey with opportunities to learn and advance as we scale our operations.
- Be part of a mission-driven team transforming healthcare scheduling. Our co-founder's life-altering, near-death experience due to scheduling errors is what drives our commitment to change. [Click here to read the story.](#)
- Your work will play a crucial role in preventing future healthcare errors, ensuring better outcomes for patients and clinicians alike.
- Enjoy the freedom and flexibility of remote work, empowering you to balance your career and personal life while contributing to an impactful mission.

Our core values

1. Respect: We care and respect others and our planet as a whole
2. Integrity: We are honest and apply radical candor with compassion
3. Growth: We are results-driven and detail-oriented
4. Efficiency: We are resourceful and lean and minimize wastes
5. Communication: We make no assumptions and communicate clearly at all times

Our targeted attributes

The company uses a systematic and standard score-card approach towards hiring that measures against the required skills and attributes of each position that includes MESH Scheduling Inc.'s "A.G.I.L.E. CARE" set of attributes:

- Adaptability and Flexibility

- Growth Mindset
- Integrity and Honesty
- Lean Operator and Resourceful
- Empathic Communicator
- Clinician-Focused and Caring for Healthcare
- Altruistic Team Player
- Responsible
- Effective

It is the policy of Mesh AI to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, national origin, status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law. Mesh AI welcomes and encourages applications from people with disabilities.