



Job Title: SuccessFactors Sr. Consultant
Job Category: Employee
Reports to: Director, Service Delivery or Client Services and Support Manager
Location: Virtual Home Office
Last Reviewed: February 25, 2020

Summary:

This role will implement assigned SaaS-based HCM or Integrated Talent Management (ITM) solutions for HRIZONS clients. S/he will manage the successful implementation of assigned SuccessFactors products for assigned customers. Serving as the key customer contact and product professional, the consultant is responsible for meeting with customers on site and remotely to gather specific business process requirements and then translate those requirements into appropriate software configurations. Additionally, s/he will lead the testing and training initiatives and supports the client's go-live activities and system administration.

The Consultant may implement multiple applications at a single client site and perform integration between the projects and will successfully manage clients of all sizes including large, global Fortune 500 clients. The Consultant will be able to handle client discovery process during pre-sales and lead solution architecture and Define workshops for multiple clients at the same time.

Essential Responsibilities:

- Responsible for managing the relationship with the customer, seamless implementation of appropriately configured software, and for ensuring problem resolution, user acceptance, and some post-implementation support.
- Design of customer SuccessFactors software including providing current state analysis and future state solution design consulting.
- Participate in transition of account management from the sales team
- Conduct a structured review of current processes, existing documentation, and business requirements for relevant SuccessFactors Applications
- Propose recommended process, products and configuration solutions.
- Configures SuccessFactors application to meet customer requirements.
- Develop innovative recommendations and solutions that maximize the use of the product and mitigate customer pain points.
- Train customer administrators and end users in use of the application
- Validate the configurations within the customer instance
- Demonstrate reconfigured applications to customer, collect and interpret customer feedback and reconfigure the applications as required
- Apply experience and creativity to ensure that the application configuration meets the customer's needs
- Ensure end to end system integration, customer acceptance and seamless implementation.



- May provide train the trainer services for end-user orientation to the application
- Ensure compliance with project plan due dates, tasks, and milestones
- Utilizes in-depth knowledge of the SuccessFactors HCM Cloud product suite and HRIZONS consulting and implementation related services (HRZ®STRATEGY, HRZ®EXECUTION, HRZ®EVOLUTION) as well as our proprietary HCM solutions (e.g. HRZ®HEALTHCARE, HRZ®JDMS, etc.) that differentiate us in the market
- Provides consulting and support to client throughout the project(s) lifecycle(s).
- Uses in depth knowledge of solutions to determine client business requirements and proposes solutions to the client during the implementation cycle.
- Provides work-stream coordination during complex multi work-stream implementations
- Defines technical requirements for the project, ensuring integration between client systems.
- Translates documented requirements and processes to application configuration.
- Performs product configuration often handling more complex projects and ensures integration with other work-streams.
- Thoroughly tests application per the requirements defined.
- Works with project team to resolve data, functional and/or application issues .
- Communicates project issues that may impact the project success to the Project Manager and/or Practice Manager.
- Provides knowledge (i.e. ITM, Content, application features, functionality, module capabilities, data file requirements, database structure, data migration, depending on role etc.) on the project and supports the team during the life cycle of an implementation project
- Other duties may be assigned, as needed, to meet the need of the business

Qualifications and Experience:

- SuccessFactors Professional or Associate Certification which must be maintained per SAP's certification requirements within SAP Learning Hub for assigned product
 - Employee Central
 - Employee Profile
 - Learning Management System (LMS)
 - Performance & Goal Management
 - Compensation & Variable Pay
 - Succession & Career Development Planning
 - Recruiting Management & Marketing
 - Onboarding
 - WFA / WFP
 - ORD/Ad Hoc Reporting
- Bachelor's degree required in business, human resources, computer science, information systems, or a related field or its equivalent experience.
- Three years of experience of successfully implementing assigned SAP SuccessFactors product
 - Employee Central
 - LMS
 - Employee Profile
 - Performance & Goal Management

- Compensation & Variable Pay
- Succession & Career Development Planning
- Recruiting Management & Marketing
- Onboarding
- WFA / WFP
- ORD/Ad Hoc Reporting
- Minimum 2 years of experience in consulting or client-facing roles
- Proven experience in executing/supporting web/graphic design required for supporting Recruiting (RCM) or Recruiting Management (RKM) only
- Adobe Illustrator experience required for supporting Recruiting (RCM) or Recruiting Management (RKM) only
- Previous experience with SuccessFactors or other established Talent Management software organization (e.g., Taleo, Kenexa, ADP/Virtual Edge, Cornerstone OnDemand, etc.)
- Demonstrated experience of working effectively with a variety of levels of responsibility within an organization.
- Demonstrated ability to translate non-technical customer requirements into appropriate technical configurations.
- Demonstrated highly developed organizational skills and the ability to handle multiple projects simultaneously.
- Demonstrated experience of building and maintaining strong long-term relationships with customers remotely.
- Demonstrated ability to change objectives quickly when necessary in an ever-evolving, fast-paced industry and organization.
- Strong presentation skills.
- Demonstrated ability to develop, build and maintain relationships.
- Ability to work remotely including strong self-starter, communicator.
- Demonstrated work ethic; enjoys fast-paced, dynamic environment.
- Sound decision-making and critical thinking skills; ability to solve problems creatively, self-sufficiency in researching solutions, and utilizing available resources.
- Willingness to share knowledge and information freely with others.
- Excellent written and verbal communication skills with a demonstrated ability to facilitate meetings with management, clients and peers, and provide comprehensive reports, executive summaries and updates.
- Demonstrated ability and proficiency with Microsoft products (e.g. Outlook, Word, Excel, PowerPoint and Microsoft Project).
- Familiarity with Outlook and XML/HTML a plus, with ability to become proficient quickly.
- Knowledge of web meeting software such as WebEx or GoToMeeting preferred.
- Ability to travel, both domestic and international – up to 40%
- Eligible to live and work in the United States or Canada.
- Combination of relevant experience and education may be considered in lieu of requirements.

Physical Demands:

- While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle and feel, and talk, hear, and see.
- The employee is occasionally required to stand, walk and reach with hands and arms.
- The employee must occasionally lift and/or move up to 5 pounds.

- Employee must be able to work at least 40 hours per week.