

Implementation Coordinator

Our Austin office is looking for a savvy professional who has a desire to learn, a positive attitude, and can function well in a fast-paced environment. The Implementation Coordinator will be part of the technology services team (Mission Control) whose primary function is to design, support, and maintain the most effective technology solutions and promotional programs for Boundless sales professionals and their clients. Primary responsibilities include managing technology solution implementation and redesign projects. Overall efforts include holding all stakeholders accountable to their program related responsibilities throughout the duration of an implementation/redesign and managing pre-launch technology service requests through completion for new programs.

The ideal candidate has the desire to learn about the promotional product industry, enjoys learning new technologies and systems, and can effectively work in a fast-paced environment.

Essential Functions

- Managing the implementation schedule for new technology builds and redesigns.
- Planning, organizing, and directing resources for projects through completion.
- Ensuring all projects/solutions are launched on time and within scope.
- Fielding technology service requests, troubleshooting and resolving technology related issues as they arise on new programs (pre-launch).
- Communicating directly with sales professionals and their clients to ensure technology programs are being built within scope and to client satisfaction.
- Coordinating with internal departments, sales professionals, and clients on implementation schedule, status, and launch activities.
- Create program related order entry and reporting process documentation to be delivered to Program Administrator who is responsible for training sales professionals and sales teams.
- Provide all project stakeholders regular updates and delegate tasks to other internal resources appropriately.
- Managing relationships with clients, sales teams, and other internal teams.
- Participating in all applicable pre-launch project meetings.
- Ad hoc tasks as they relate to new and existing MC supported projects and program solutions.

Job Specifications

- High school diploma and 1+ years of related business experience
- Strong organizational skills, attention to detail, and self-motivated to meet project deadlines
- Ability to prioritize, handle multiple daily tasks, and adapt to different job functions as required
- Good analytical thinking with ability to learn and master new concepts and applications quickly
- Ability to set priorities and make independent judgements

- Professional, polished, and demonstrated ability to maintain grace and composure under pressure in a fast-paced environment
- Experience in the promotional product (or similar) industry, a plus

Other Specifications

- This position is located in our downtown Austin, TX office with some remote flexibility.
- Work schedule for this position is Mon – Fri with flexible hours between 8a – 7p

Benefits & Perks

- Medical, dental and vision insurance
- Paid vacation, sick, and personal time
- 401(k) with matching
- Discounted gym membership
- Community involvement and volunteering opportunities
- An abundance of cool SWAG

About Boundless

Boundless is the first promotional marketing company to bring together the people, the process, and a unique technology platform to drive results with visibility and control. We unlock the creativity and collaboration in organizations, sparking lasting connections with the people they care about. The company works with over 10,000 buyers representing upwards of 3,000 companies. Headquartered in Austin, Texas, Boundless has locations throughout North America. For more information, visit www.boundlessnetwork.com.

At Boundless we welcome all applicants regardless of gender identity or expression, sexual orientation, race, religion, age, national origin, citizenship, pregnancy status, veteran status, or any other differences.