TrueRoll

trueroll.io

Lead Implementation Project Manager

TrueRoll · Customer Operations · Remote, U.S.

About TrueRoll

TrueRoll is the AI-powered System of Action for county assessor offices. Our software handles the document-driven work that lands on an assessor's desk, from homestead exemption monitoring and application vetting to property transfers, protests, and permits, so staff spend their time on judgment calls. We serve over 150 customers, including 35% of the 50 most populous U.S. counties. We're a six-time GovTech 100 honoree, and we're fully remote.

About the role

We're looking for a Lead Implementation Project Manager to build and lead project management for our customer onboardings. It's a customer-facing role: you'll be each county's main point of contact from kickoff through go-live. You'll coordinate our delivery resources, timelines, and customer communication, so our delivery team can focus on the build. You'll also make delivery predictable and visible for our customers, so every county knows where its onboarding stands and what comes next.

You'll own the delivery portfolio from the moment a deal closes through go-live and the handoff to Customer Success. You'll report to our VP of Customer Operations and work side by side with our Head of Delivery. This is a player-coach role: you'll run projects hands-on while building the team and the systems that let delivery scale.

What you'll do

1. Own the delivery portfolio: take in each new deal from our Product team and set it on the right onboarding path, track capacity across Delivery, and allocate and report on owners, timelines, phases, and risk in one place.
2. Manage onboardings hands-on, including Document Workflows and multi-product projects. Lead customer meetings from kickoff onward, route action items to the right internal teams, and hold internal and external stakeholders accountable to their action items and the overall timeline, through go-live and a clean handoff to Customer Success.
3. Partner with our Head of Delivery to build the project templates, kickoff checklists, and playbooks that make repeat work repeatable, including a path for simple onboardings to run without a dedicated PM.

4. Report portfolio health and risk to Delivery and Customer Operations leadership: what's on track, at risk, or blocked, why, and what you recommend. Own time tracking by project so those reports show what each onboarding really takes.
5. Hire, manage, and coach project managers as the team grows. Set the standard for how projects run, give clear and regular feedback, and develop each PM into someone who can run complex onboardings on their own.

In your first year

- Every active onboarding is tracked in one portfolio view, with clear owners, timelines, and risk.
- Templates and playbooks are in place, so simple onboardings run without a dedicated PM.
- Your second PM is hired and running complex onboardings on their own.

What we're looking for

- 5+ years managing customer implementations or onboardings at a SaaS company.
- A track record of running a portfolio of many projects at once, including resource and capacity planning across a team.
- Proven ability to build project management process where little existed: intake, templates, playbooks, reporting.
- Experience managing or mentoring project managers or a delivery team.
- Comfort working alongside technical teams, with the ability to learn how our product is set up.
- Excellent written and verbal communication with stakeholders at every level, from county staff and elected officials to our own leadership, including staying steady in an escalation.
- Exceptional organization, with plans, notes, and records kept current across many moving projects so nothing falls through the cracks.
- A strong sense of ownership: holding internal and external stakeholders accountable, and taking responsibility for keeping projects on time and within scope.
- Fluency with AI tools like Claude as your default way of working.
- Willing to travel for on-site go-lives.

Nice to have

- Experience with government, public sector, or GovTech customers.
- A PMP or similar certification.