

**Job Title: Implementation Executive**

**Location: Ahmedabad (Work From Office with Field Visits/Travel as Required)**

**Company: CHL Group**

**Department: Product Implementation / Client Onboarding**

**About Us:**

CHL Group is a leading provider of HRMS solutions, committed to delivering seamless and innovative digital experiences to our clients. We're currently hiring for the position of Implementation Executive, who will play a key role in onboarding clients and ensuring a smooth transition to our platforms.

**Key Responsibilities:**

- Understand client requirements and configure the HRMS system accordingly.
- Guide clients through the onboarding and implementation process.
- Conduct product demonstrations and training sessions for new users.
- Coordinate with internal teams (tech/support/sales) to resolve any technical or integration issues.
- Document client requirements, feedback, and implementation progress.
- Maintain strong communication with clients for follow-ups and post-implementation support.
- Visit client sites for field implementation and on-site support when required.
- Provide suggestions for product improvements based on client feedback.

**Required Skills:**

- Strong communication and interpersonal skills.
- Good understanding of HRMS or SaaS-based products (preferred).
- Problem-solving attitude with a client-centric approach.
- Ability to manage multiple projects simultaneously.
- Proficiency in MS Office and basic data tools (Excel, etc.).
- Technical knowledge for basic software integration is a plus.
- **Proficiency in the local language is mandatory.**

**Qualifications:**

- Bachelor's degree in IT, HR, Business Administration, or related field.
- 1–3 years of experience in implementation, onboarding, or client servicing (freshers with good communication skills can also apply).

**Why Join Us?**

- Exposure to real-time product implementation projects.
- Learning & growth opportunities in a dynamic, tech-driven environment.
- Friendly and supportive work culture.
- Opportunity to work from office while gaining on-site client exposure through field visits.
- Chance to work directly with clients and enhance real-world implementation experience.