

Project Manager, Implementation

Location: Remote (North America)

Company: Mercatus

Industry: SaaS / Technology

Type: Contract, 4-6 months

Salary: Competitive; Commensurate with experience and meets or exceeds the prevailing wage

Are you a hands-on Project Manager who thrives on delivering successful implementations and building strong client relationships? Do you enjoy taking ownership, working across global teams, and driving projects from kickoff to go-live?

Mercatus is looking for a mid-level Project Manager (Implementation) to support the delivery of key client initiatives. This role is ideal for someone who is execution-focused, highly organized, strong communicator and comfortable operating in a fast-paced, collaborative environment.

What You'll Do

You'll play a critical role in delivering implementation projects—partnering with clients and internal teams to ensure smooth execution and successful outcomes.

- Lead implementation projects from kickoff through go-live and early stabilization
- Serve as the primary point of contact for clients, ensuring clear communication and a strong delivery experience
- Coordinate cross-functional teams across North America and Vietnam
- Develop and manage project plans, timelines, and status reporting
- Track progress, identify risks, and proactively drive issue resolution
- Align technical and business stakeholders to ensure project success

- Support and coordinate data migration activities as required
- Contribute to documentation, delivery processes, and continuous improvement initiatives

Key Deliverables

Success in this role will be measured by your ability to deliver the following:

- End-to-end delivery of 1–3 implementation projects, from kickoff through go-live and early stabilization
- On-time, on-scope project execution, with clear visibility into timelines, risks, and dependencies
- High-quality client communication, including regular status updates, stakeholder alignment, and issue management
- Well-structured project artifacts, including project plans, RAID logs, status reports, and meeting cadences
- Effective coordination across global teams, ensuring alignment between North America and Vietnam contributors
- Successful support of data migration and integration activities, where applicable
- Smooth go-live execution, with minimal disruption and clear transition into stabilization
- Actionable post-implementation insights, including lessons learned and recommendations for improvement

Core Qualifications

You're proactive, detail-oriented, and confident managing both client relationships and project execution.

- 3–5 years of project management experience in software implementation, SaaS, or technology environments

- Proven experience working on client-facing projects; ability to present and speak to project plans in retailer-facing meetings effectively.
- Experience collaborating with cross-functional and distributed teams to support highly technical solutions while keeping deliverables on track.
- Working knowledge of SDLC and experience in Agile or hybrid delivery environments
- Familiarity with tools such as Jira, Confluence, Asana, or similar
- Basic understanding of APIs, integrations, or data workflows
- Exposure to data migration projects is an asset
- Awareness of security and compliance standards (e.g., SOC 2, data privacy)
- Strong communication, organization, and time management skills

Nice-to-have

- Experience in grocery retail, eCommerce, or supply chain domains
- Experience in retail business environment with an understanding of operations and customer journey elements.
- Experience working with global teams, particularly in Asia/Vietnam
- Familiarity with change management practices

Why Join Mercatus?

Mercatus helps leading retailers transform how they connect with shoppers through modern digital commerce and personalized experiences. Our platform gives grocers the tools to own and enhance their digital presence with retailer-branded solutions that engage customers from discovery to checkout.

By combining commerce, personalization, and actionable shopper insights, we help retailers create more relevant experiences, strengthen loyalty, and drive measurable growth. Trusted by top North American grocers, Mercatus partners with brands including Weis Markets, WinCo Foods, Stater Bros. Markets, Big Y, United Supermarkets, and Southeastern Grocers, among others.

At Mercatus, we're building the future of retail technology—helping retailers compete, differentiate, and thrive in a digital-first world.

How to Apply

Please send your resume and a brief note outlining your experience to: maryann.dunlop@mercatus.com

Apply Now