Implementation Director – Job Description

About Green Security

Green Security helps health systems and large organizations manage the security and compliance of every third party that works with them, whether on site or remotely. The platform covers vendor credentialing, visitor management, value analysis, OR case readiness, and our third-party management consulting helps organizations build programs that hold up and are sustainable long term. The result: patients and staff stay safe, organizations stay compliant, and you always know who has access, where, and why.

The role

The Implementation Director owns every new customer's path from signed contract to a live, adopted program. You'll partner with health systems and large organizations to launch their vendor management and visitor management programs: vendors registered, badges shipped, visitor check-in configured, staff trained, integrations completed, equipment installed, processes in place, and compliance on track. Then you'll hand each customer to their CSM ready to succeed.

What you'll do

Run go-lives end to end

- Own the implementation plan for each new health system or organization assigned: kickoff, configuration, facility and access zone setup, credentialing and screening requirements, integrations, training, installation and launch.
- Lead multi-site rollouts, deciding how sites are grouped and sequenced to hit the customer's go-live date.
- Spot risks early, escalate with a recommended fix, and keep executives on both sides informed.

Be the customer's lead through launch

- Serve as the senior point of contact for hospital and organizational leaders in supply chain, security, compliance, and perioperative services.
- Set clear expectations on scope, timeline, security requirements, and customer responsibilities from day one.
- Hand off to Customer Success with a documented plan, baseline compliance metrics, and an engaged customer.

Build a repeatable, scalable process

- Standardize playbooks, templates, and timelines across vendor credentialing, visitor management, value analysis, and OR case readiness.
- Partner with Product and Engineering on configuration needs, integration gaps, and release readiness.
- Work with Sales on scoping and handoffs so what was sold matches what can be delivered.
- Use data to shorten time to go-live with a comprehensive program.
- Advise customers on building sustainable third-party security and risk management programs, including credentialing policies, access controls, and visitor screening practices.

Required

- 3+ years in SaaS implementation, project management, professional services, or customer onboarding or access management
- A track record of delivering complex, multi-site rollouts on time for enterprise customers.
- Experience working with large organizations or health-system stakeholders, such as supply chain, security, compliance, or perioperative leaders.
- Strong project management: scoping, planning, organization, risk management, and holding external parties to their commitments.
- Clear, confident communication with executives, front-line staff, internal departments and vendor reps alike.
- Experience managing many tasks and projects at once, organizing priorities and resolving problems and questions as they arise.

Preferred

- Background in physical security, third-party risk management, identity and access management, vendor credentialing, visitor management, healthcare supply chain, or GPO environments.
- Familiarity with hospital compliance and security requirements (such as Joint Commission and CMS standards) and the vendor rep experience.
- Experience working with Epic and Oracle.
- Experience with tools such as Claude, Chatgpt, Monday, Sharepointor HubSpot.
- PMP or similar project management certification; security certifications (such as CPP or PSP) a plus.

Role details

Detail	
Reports to	Sr Director of Implementation
Location	Remote
Travel	Expected up to 30% for site assessments, on-site kickoffs and go-lives