



WORKFORCE SOLUTIONS | TALENT MANAGEMENT | SELF SERVICE

POSITION DESCRIPTION

Position: Client Services Consultant

Department: Client Services

Incumbent:

Reports to: Team Leader – Implementation & Consulting

Date:

POSITION FUNCTION

The Client Services Consultant will provide support, expertise and account management to an allocated set of clients, to ensure client satisfaction. The incumbent will be required to deliver training as requested and undertake implementation of software solutions to new and existing clients.

To provide ongoing after sales services to our clients by identifying their needs, making recommendations (and implementing where necessary) to the client and mutually agreeing that any issues are resolved.

DUTIES AND RESPONSIBILITIES

Safety, Environment and Diversity

Client Services Consultants will be required to:

- Adopt safe working practices and procedures
- Eliminate or report work place hazards, taking part in safety drills and other activities supporting a safe work environment
- Minimize energy and material usage to support a cleaner environment
- Respect the rights, beliefs value systems and diverse nature of other staff and clients

Account Management

Client Service Consultants will be the Account Manager for an allocated set of ConnX Pty Ltd clients. Key duties of the Account Manager function are:

- Responsibility for managing designated clients by monitoring client issues, recommending and implementing solutions to the mutual resolution of the client and ConnX Pty Ltd
- Undertaking Client Service Reviews and understanding of clients needs (including meeting with the client at their premises)
- Extension sales of software as determined by ConnX Pty Ltd to satisfy predefined and published budgets
- Administration of related issues (including licence agreements, invoices and other paperwork) for your designated clients

Successful performance of this responsibility will require a thorough knowledge of each client's business and circumstances.

ConnX Implementations

Client Service Consultants will be responsible for the implementation of software and initial training to new clients (or extension sales to existing clients).

Key duties are:

- Undertake the Project Manager role for ConnX Pty Ltd, whereby Client Services Consultants will:
 - Act as the central communication vehicle and coordinate all activities with ConnX Sales, ConnX IT and the client
 - Perform the ConnX initial training
 - Review the status of the client's implementation with the Team Leader - Implementation & Consulting and other ConnX Pty Ltd stakeholders (primarily the Business Development Manager) on a regular basis
- Establish a cooperative and professional relationship with the client

Consulting/Training

In accordance with the position function, Client Service Consultants may be required to train groups of clients on the use of software. Key duties are:

- Prepare material for the workshops
- Conduct the training in workshop format on occasions determined by the Team Leader - Implementation & Consulting
- Workshops are to be conducted in a facilitative and helpful manner to meet the varying needs of the attending clients

- Obtain feedback on the workshop and discuss such feedback with the Team Leader - Implementation & Consulting (and others as appropriate) to enhance our Education delivery to clients

Help Desk (on an as needed basis)

Client Service Consultants are the key contact for existing clients and therefore have a responsibility to actively engage in assisting clients with any issues. This activity is conducted via a Help Desk (primarily telephone, but also email), with the key duties being:

- Determining the real issue with the client
- Evaluating and recommending to the client the best course of action
- Undertaking the above activities in a timely and efficient manner
- Undertaking the above activities in a courteous and helpful manner
- Accurately recording the details of interactions with clients for learning and analysis later

Learning and Sharing

Client Service Consultants will be required to share experiences and expertise with other members on the Client Services department and (as appropriate) with other ConnX Pty Ltd departments.

Business Studies

Client Service Consultants have an ongoing obligation to ConnX Pty Ltd to:

- Identify, evaluate, recommend and implement (with the assistance of the Team Leader - Implementation & Consulting) any internal or external business opportunities

From time to time, as directed by the Team Leader - Implementation & Consulting, Client Services Consultants will assist in:

- Preparation and presentation of specific studies

Other Duties

Client Services Consultants will also undertake:

- Attendance and contribution at Client Services meetings and other ConnX Pty Ltd meetings
- Liaison and reporting to internal departments as to the status of client issues
- Testing and fault finding of new software
- Onsite consulting at client premises as requested by clients

- Other duties as required by the Team Leader - Implementation & Consulting

The above duties and responsibilities are not exhaustive and may be varied at any time by ConnX Pty Ltd.

EDUCATION/QUALIFICATIONS

- An ability to comprehend technical aspects of software and operational issues of basic business administration functions in payroll and human resources.

EXPERIENCE

- Minimum of three years relevant experience, with emphasis on using and understanding payroll processing and human resource software.
- Previous experience in a HR/payroll industry.

KEY SKILLS/PERSONAL ATTRIBUTES

Skills

- Comprehensive knowledge of HR procedures, employment legislation, awards etc.
- Medium level of computer skills, including a good working knowledge of Microsoft office applications (especially Word, Excel, and Outlook)

Service Orientation

- Demonstrate a willingness to help
- Demonstrate a positive attitude in communications
- Well groomed and presentable

Communication

- Good verbal and written communication skills
- Ability to communicate clearly with a range of internal and external clients of varying seniority

- Ability to work closely with others in a team environment

Project Management

- Demonstrate an ability for attention to detail
- Demonstrate an ability to assume responsibility of own activities
- Carry out work under minimal supervision
- Ability to complete tasks in an agreed time frame

Work Commitment and Motivation

- Demonstrate a strong work ethic
- Demonstrate a commitment to continuous improvement

Flexibility and Adaptability

- Ability to prioritise work activities (in consultation with the Team Leader - Implementation & Consulting)
- Ability to readily adapt to a changing business environment
- Ability to work in a multi-disciplined environment

VERIFIED AND APPROVED

ACKNOWLEDGED

Manager: _____

Incumbent: _____

Signature: _____

Signature: _____

Date: _____

Date: _____