


POSITION DESCRIPTION

Implementation Consultant

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.





POSITION DESCRIPTION

Title	Implementation Consultant	Location	varies
Report to	Principal Consultant – Professional Services	Direct report(s)	nil

The purpose of this role

As an Implementations Consultant, you will solve complex business problems for our customers through implementing RDY software. Your role is incredibly important in helping RDY achieve its goal of building advocacy and delivering world class customer satisfaction by implementing quality projects on time

The key accountabilities of the role

Build advocacy and deliver world class customer satisfaction- Implementations SLAs

- o Exceed Net Promoter Score (NPS) of over 50 across WFS
- o Achieve 4.5 out of 5 Customer Satisfaction Score for our services
- o Meet Go Live date expectations
- o Meet or Exceed quality metrics

The key responsibilities of the role

- Driving assigned implementation projects through the build phase
- Attending project meetings and providing proactive customer contact throughout the whole process
- Collaborating with the Development Team to implement customer specific rules
- Project administration including data migration, scheduling/timeline management and updating internal systems and tracking activities and progress
- Delivering targeted system training (onsite, face-to-face, group and online)
- Coordinating the transition of implementations from project to BAU
- Taking responsibility for customers queries via calls and emails during the project transition
- Providing comprehensive handovers to the Customer Support Team after the transition period is complete
- Adding your insight and experience into how to develop and grow the product, role and team



The ideal candidate will have these:

1. Skills	<ul style="list-style-type: none">• Relationship and stakeholder management at all levels• Excellent project and time management skills• Problem solving skills with the ability to think outside the box when it comes to solving customers problems• Excellent Customer service skills• An inquisitive and self-starting nature when it comes to learning• Ability to think analytically with a good understanding of technical jargon
2. Knowledge	<ul style="list-style-type: none">• Understand either NZ or Australian payroll compliance (knowing both would be incredible!)• A working knowledge of time and attendance• Australian award application knowledge• Ready Workforce product knowledge (advantageous)• Understanding of HRIS systems and processes
3. Experience	<ul style="list-style-type: none">• More than 2 years in a project management role, implementing either SaaS payroll or HRIS systems• Track record of building effective working relationships with cross functional teams such as Sales, Development, Client Service• Proven project management experience in a formal professional services environment