

POSITION DESCRIPTION

Implementation Consultant – HRIS

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*.

Ready Employ is a cloud-based talent management and applicant tracking system, specialising in management of online recruitment, onboarding & Talent Management.



POSITION DESCRIPTION

Title	Implementation Consultant – HRIS	Location	varies
Report to	Principals Consultant HRIS	Direct report(s)	nil

The purpose of this role

As an Implementation Consultant – HRIS, 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 out of 5 Customer Satisfaction Score for our services
- o Meet Go Live date expectations

The key responsibilities of the role

- Engaging with our customers to understand their recruitment, onboarding & Talent Management business processes
- Driving assigned implementation projects from start to 'go live'
- Attending project meetings and providing proactive customer contact throughout the whole process
- Collaborating with the Design & Development Team to implement customer specifics
- Project administration including scheduling/timeline management and updating internal systems and tracking activities and progress
- Delivering targeted system training (onsite, face-to-face, group or online)
- Providing comprehensive handovers to the Customer Support Team and Customer Success Managers post 'go live'
- Coordinating the transition of implementations from project to BAU
- Taking responsibility for customers queries via calls and emails during the project transition
- Supporting existing Ready Workforce clients with demos and implementation of additional modules
- Adding your insight and experience into how to develop and grow the role and team



The ideal candidate will have these:

1. Skills	• 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	• Understand HR practices, specifically Recruitment & Onboarding workflows, along with Talent Management • Good knowledge of HRIS systems and how they integrate with payroll systems
3. Experience	• 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, Customer Success, Development, Customer Support • Proven project management experience in a formal professional services environment

More about you

- People compliment your relationship and stakeholder management at all levels and you're seen as the ultimate team player
- You have excellent project and time management skills and enjoy a good to do list
- You enjoy solving problems and have the ability to think outside the box
- You have an inquisitive and self-starting nature when it comes to learning
- You have the ability to think analytically with a good understanding of technical jargon
- You have exposure to HR and/or payroll, knowing both would be incredible!
- Ideally, you have more than 2 years in a project management role, implementing either SaaS payroll or HRIS systems. You have a track record of building effective working relationships with cross functional teams such as Sales, Customer Success, Development, Customer Support