

POSITION DESCRIPTION

Customer Experience Specialist – Property & Rates

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 Clients, 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	Customer Experience Specialist – Property & Rates	Location	Melbourne/Sydney/Perth/Hobart
Report to	CX Lead Consultant	Direct report(s)	N/A

The purpose of this role

As an Customer Experience Specialist, you will be responsible for playing a supporting role in the deployment of ReadyTech software with a focus on our Property & Rates solutions. Your role will contribute to the successful and timely deployment of software products by providing application knowledge and delivery services in the functional areas of product implementation.

Using your expertise, you will assist with scope requirements, field design documentation, and change request testing. You will also act as an “expert” product resource for customers and will be expected to communicate and prioritise customer requirements to other areas of the business. A focal point of your role involves optimising overall efficiency and performance by identifying opportunities to enhance internal processes.

The key accountabilities of the role

- Implement Property & Rates applications for customers in accordance with Professional Services and Project Management framework and methodologies.
- Conduct individual and group product demonstrations.
- Contribute to pre-sales activities such as scope, technical and effort requirements for quoting and tender responses.
- Travel in accordance with project and training requirements, including to remote areas, with the potential of interstate travel where appropriate.
- Be a Subject Matter Expert (SME) for implementations and the industry, ensuring that you stay up to date with legislative requirements, systems and tools across all customer regions.
- Create and maintain internal product knowledge library (i.e. implementation guides, troubleshooting material).
- Assist with Customer Support requests in accordance with SLA requirements.
- Build rapport with customers encouraging open, honest, and respectful conversations.
- Commitment to a high standard of customer satisfaction.
- Identify opportunities to enhance internal processes.
- Solid understanding of SaaS and a genuine interest in contributing to the emerging technology and innovation of ReadyTech.
- Other duties as directed by the Company from time to time.

The key responsibilities of the role



- Engaging with our customers to understand their business processes and needs as part of the overall approach to implementation
- Driving assigned implementation services from start to 'go live'
- Attending project meetings and providing proactive customer contact throughout the whole process
- Achieve customer expectations for scope, budget, schedule and quality
- Maximise revenue through proactive delivery and highlighting of any potential delays
- 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)
- Providing comprehensive handovers to the Customer Support Team post 'go live'
- Work with Project Managers to transition customers from project to BAU
- Taking responsibility for customers queries via calls and emails during the project transition
- Adding your insight and experience into how to develop and grow the role and team
- Champion the customer needs with internal teams whilst taking a pragmatic approach at all times and understanding business priorities against customer experience and revenue drivers

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 core products and local government• Understand compliance and regulatory reporting (Local Government)• Strong understanding of Local Government practices would be highly advantageous• Understand project management processes and requirements and how this interacts with customers• Foundational understanding of relevant employment law as it would pertain to the management of team members
3. Experience	<ul style="list-style-type: none">• More than 2 years in a service delivery role, implementing or supporting software solutions• Prior experience in Local Government is highly desirable• Track record of building effective working relationships with cross functional teams such as Sales, Development, Client Service• Proven service delivery experience in a professional services environment