

Support Consultant - Finance

POSITION DESCRIPTION

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	Support Consultant - Finance	Location	Melbourne, Perth
Report to	Support Team Lead	Direct report(s)	NA

The purpose of this role

Support Consultants are the first point of contact into the organisation. They are responsible for collaborating with customers and ReadyTech experts to strive for a common goal – customer success.

Reliable and timely support is achieved by quickly finding answers through expertise and ReadyTech extensive knowledge base, maintaining insights into industry knowledge, and streamlining incident resolution. As the front-line of the organisation, Support Consultants are required to provide a compelling customer experience, by listening and understanding customer needs so ReadyTech can continually develop and improve our software and service.

The role will act as an “expert” product resource for customers seeking assistance in Finance and will be expected to communicate and prioritise customer requirements to other areas of the business.

A key area is to improve overall efficiency and performance by identifying opportunities to enhance internal processes.

The key responsibilities of the role

The duties initially assigned include, but are not limited to:

- Liaise with customers and key stakeholders in order to understand support requirements
- Provide support to customers in accordance with Support Level Agreements
- Be a Subject Matter Expert (SME) for support and the industry
- If required, work with customers to identify potential changes within the parameters of the product
- Ensuring high standards of customer satisfaction
- Understanding of SaaS and a genuine interest in emerging technology and innovation.
- A self starter who can manage numerous tasks, without direction and with minimal supervision.
- Work effectively in a collaborative team environment, as well as independently.
- Other duties as directed by the Company from time to time.



The key attributes of the role

- Identifies critical factors to consider when making decisions; prioritises tasks and goals appropriately; effectively assesses risks and returns; can make considered decisions on less-than-perfect information.
- Articulate and gives clear, concise, and focused answers to questions; explains opinions and positions; uses empathy to persuade others; keeps key people informed; ability to communicate with diverse audiences; ability to facilitate.
- Ability to collaborate effectively with people of comparable talents and different strengths; handles conflict constructively; avoids being argumentative; willing to pitch in and do the mundane things that need to be done; treats people at all levels and within all roles with respect.
- Committed to tasks while adhering to time-line; ability to balance multiple tasks simultaneously without details falling through the cracks; has high standards for thoroughness, completeness and accuracy.
- Ability to handle changes in direction and work priorities with ease; is positive and level-headed under pressure; adaptable.
- Demonstrate the ability to see the 'big picture'. You consider limitations and solutions at all levels and understand wider implications and consequences of change, collaborating on this with the team.
- Display a hunger for continuous improvement including personal development, product development and team workflow and systems, remaining open to mentoring and advice from senior roles. You apply dedication to personal and professional development.
- An excellent culture fit - Positive, ambitious, empathetic, sense of humour, kind and respectful.

Skills & Qualification

- Problem Solving – analytical skills
- Excellent written and verbal communication skills
- Excellent Computer skills with Financial Accounting Software and Office
- 5+ years experience in a Financial Administration role or similar
- Tertiary Qualification in Business, Management, Technology or relevant discipline
- Working experience in Local Government
- Working experience with SynergySoft or Altus