

## 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

<b>Title</b>	Implementation Consultant	<b>Location</b>	varies
<b>Report to</b>	Principal Consultant – Professional Services	<b>Direct report(s)</b>	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

- Exceed Net Promoter Score (NPS) of over 50 across WFS
- Achieve 4.5 out of 5 Customer Satisfaction Score for our services
- Meet Go Live date expectations
- 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
- Building and testing rule sets in the Ready Workforce rules engine UI to configure complex pay rules, conditions, and compliance requirements for customer-specific employment awards
- Validating rule set logic and functionality through systematic testing to ensure accurate pay calculations and compliance with Australian and NZ payroll requirements
- 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:

<b>1. Skills</b>	<ul style="list-style-type: none"><li>• Relationship and stakeholder management at all levels</li><li>• Excellent project and time management skills</li><li>• Problem solving skills with the ability to think outside the box when it comes to solving customers problems</li></ul> <div data-bbox="459 468 1458 533" style="border: 1px solid #ccc; padding: 5px;"><ul style="list-style-type: none"><li>• Experience building and configuring complex rules and logic in payroll or HRIS systems</li></ul></div> <ul style="list-style-type: none"><li>• Excellent Customer service skills</li><li>• An inquisitive and self-starting nature when it comes to learning</li><li>• Ability to think analytically with a good understanding of technical jargon</li></ul>
<b>2. Knowledge</b>	<ul style="list-style-type: none"><li>• Understand either NZ or Australian payroll compliance (knowing both would be incredible!)</li><li>• A working knowledge of time and attendance</li><li>• Australian award application knowledge</li><li>• Ready Workforce product knowledge (advantageous)</li><li>• Understanding of HRIS systems and processes</li></ul> <div data-bbox="459 875 1458 969" style="border: 1px solid #ccc; padding: 5px;"><ul style="list-style-type: none"><li>• Familiarity with rules engines and business rule configuration systems (advantageous)</li></ul></div>
<b>3. Experience</b>	<ul style="list-style-type: none"><li>• More than 2 years in a project management role, implementing either SaaS payroll or HRIS systems</li><li>• Track record of building effective working relationships with cross functional teams such as Sales, Development, Client Service</li><li>• Proven project management experience in a formal professional services environment</li></ul>