

POSITION DESCRIPTION

Professional Services Consultant (existing)

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	Professional Services Consultant	Location	varies
Report to	Programme Director	Direct report(s)	nil

The purpose of this role

The purpose of the role is to work with our Ready Workforce customers throughout their customer journey with us, ensuring they have the right technology for their continuous business requirements.

As a Professional Services Consultant, you will demonstrate and articulate solutions to complex business problems for our existing customers using RDY software. Your role is incredibly important in helping ReadyTech Workforce Solutions achieve its goal of building advocacy and delivering world class customer satisfaction. You will be primarily responsible for assisting and collaborating with the customer success organisation in providing consulting services to ReadyTech Workforce Solutions existing customer base.

The key accountabilities of the role

You will be accountable for ensuring our Ready Workforce customers are getting the most out of their technology investment by ensuring their platform is set up in a way that meets their business outcomes at any given time and agreed expectations. Whether this be through customer audits, reviews and platform health checks or through the execution of arranged consulting assignments.

The key responsibilities of the role

- Engaging with our customers to understand their business requirements
- Compiling SOW to articulate the solution to confirm the client needs
- Creating project plans to fulfill client needs
- Collaborating with the Development Team to scope customer specific rules
- Adding your insight and experience into how to develop and grow the role and team
- Actively communicates with the product management teams to enhance product capabilities to meet our customers' needs
- Provides input on optimising internal processes and procedures
- Apply expertise knowledge of our RDY systems to inform our customers in order to drive usage and adoption through best practice
- Ownership of the Customer Resolution Centre. Through undertaking audits and systems health checks for customers falling into this Centre, provide subject matter expertise and advice



regarding the customers current system usage and set-up and clearly articulate resolutions for a more efficient and productive customer outcome and experience

- Deliver estimates for the design and development phase in partnership with the Customer Success Manager, Technology Team, and any other subject matter experts for the CSM to provide accurate and timely cost estimates
- Creates technology focused demonstration scenarios and carry out the demonstrations with customers where applicable
- Meet set revenue targets for completed work on a quarterly basis.
- Where applicable, execute on the findings or collaborate with subject matter experts internally to resolve the customers challenges
- Along with the CSM, track solutions through all phases and escalate issues to maintain effective governance, reporting and control
- Contribute to the common "one team" mindset that includes collaboration and a sense of joint responsibility between ReadyTech, Partners and its customers
- Travel may be required.

Success in the role will be measured in;

- Increase in our NPS and CSAT scores
- Reduction in general 'noise' into Customer Support and the CSM's
- Project Management to meet committed deadlines
- Increased customer reference sites
- Revenue

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• Good understanding of technical jargon and strong technical aptitude• Ability to work autonomously and in a team• Adaptable and flexible to change
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 (desirable)• Australian award application knowledge (desirable)• Ready Workforce and/or HR3 (advantageous)• Understanding of technology design and delivery
3. Experience	<ul style="list-style-type: none">• Track record of building effective working relationships with cross functional teams such as Sales, Development, Customer Success and Support• Proven project management experience in a professional services environment



- Documenting of customer's requirements, creating materials and running workshops
- Demonstrate positive team behaviours to contribute to creating a supportive environment and company culture
- Proficiency working in highly Agile environment
- Experience working with a blend of skill sets including ability to communicate effectively with audiences of different technological knowledge