



Position Description

Senior Manager, Customer Implementations

Reporting to Head of Customer Engagement

Customer

Senior Manager, Customer Implementations

1. Position Summary

Manage a team of specialists to deliver high quality implementations of the OneStop product suite. This will include managing the customer relationship throughout the product implementation with a view to exceed the customers' expectations and experience whilst engaging with OneStop.

2. Key Responsibilities

- Responsible for the overall success of the product implementation strategy and roadmap.
- Ensure product implementations are delivered within the agreed and specified timeframe using best practices.
- Identify and implement process improvements where applicable.
- Manage cost control during implementation timeframe.
- Ensure regular updates are communicated to key stakeholders both internal and external.
- Effective management of resources to ensure business goals are met.
- Active engagement with all internal teams to ensure transparency of the Product Implementation Roadmap.
- Lead continuous improvement initiatives with a view to reduce task times during the various phases of the implementation.
- Manage customer conflicts / issues / concerns as they arise and escalate if necessary if unable to resolve.
- Hands on approach with the implementation team to assist where necessary.
- Occasionally travel to customer sites, both interstate and overseas.

3. People Leader Responsibilities

- Regular team meetings: set the vision to inspire and motivate the team.
- Direct reports have goals that are aligned to organizational goals for the performance year.
- Regular 1:1's (at least weekly) with direct reports with notes recorded in performance system.
- Formal mid-year and end of year performance reviews completed in performance system.
- Appropriately address any issues with under performance in the team.
- Team management in accordance with business expectations.

4. Selection Criteria

Technical

- Tertiary qualification in IT, Business Administration, or equivalent experience in Customer Relation Management.
- Minimum 5+ years logistics industry experience.
- Minimum 2+ years implementations experience.

- Ability to use metrics to identify trends and develop plans to continuously improve.
- Experience with Jira, Confluence, Zendesk, and Monday.com.
- Exposure to and understanding of product Agile methodologies for technical delivery.
- Demonstrated customer service, project management and implementation experience, preferably in a 24x7 environment.
- Experience in the use of a Customer Relationship Management tool.
- High level communication skills both verbal and written.
- High level stakeholder (both internal/external) management experience.
- Ability to demonstrate an outcome/resolution-based approach and methodology.
- Demonstrated history of a problem-solving mentality.

Behavioral

Action oriented (2) - taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

- Readily acts on challenges, without unnecessary planning.
- Identifies and seizes new opportunities.
- Displays a can-do attitude in good and bad times.
- Steps up to handle tough issues.

Communicates effectively (7) - developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

- Is effective in a variety of communication settings: one-on-one, small, and large groups, or among diverse styles and position levels.
- Attentively listens to others.
- Adjusts to fit the audience and the message.
- Provides timely and helpful information to others across the organization.
- Encourages the open expression of diverse ideas and opinions.

Manages conflict (9) - handling conflict situations effectively, with a minimum of noise.

- Steps up to conflicts, seeing them as opportunities.
- Works out tough agreements and settles disputes equitably.
- Facilitates breakthroughs by integrating diverse views and finding common ground or acceptable alternatives.
- Settles differences in productive ways with minimum noise

Directs work (15) - providing direction, delegating, and removing obstacles to get work done.

- Provides clear direction and accountabilities.
- Delegates and distributes assignments and decisions appropriately.
- Monitors progress by maintaining dialogue on work and results.
- Provides appropriate guidance and direction based on people's capabilities.
- Intervenes as needed to remove obstacles

Optimises work processes (38) - knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

- Identifies and creates the processes necessary to get work done.
- Separates and combines activities into efficient workflow.
- Designs processes and procedures that allow managing from a distance.
- Seeks ways to improve processes, from small tweaks to complete reengineering.

5. General

All OneStop team members are required to:

1. Demonstrate our OneStop values:

We are Purposeful.

We are deliberate, well planned and intentioned in our approach to all that we do.

We are Inventive.

We bring fresh thinking to problem solving - developing creative, original and resourceful solutions to achieve our goals.

We make things Simple.

We unpack the complex world of logistics to find the simplest tech to drive the most effective outcomes.

We Achieve Together.

We are service oriented, focused on anticipating, recognising and meeting our customer needs by placing client success at the heart of all actions.

2. Act in accordance with our OneStop Connections Code of Conduct.

3. Undergo a police background check upon commencement.