



Position Description

Customer Implementation Specialist

Reporting to Senior Implementation Manager

Customer

Customer Implementation Specialist

1. Position Summary

As a Customer Implementation Specialist, you are responsible for implementing OneStop products to various customers, acting as the conduit between the business and our customer. You are required to understand what the implementation looks like from the perspectives of all stakeholders and be actively engaged in the implementation process. This process consists of actioning the agreed implementation plan, communicating with, and supporting the customer on their implementation responsibilities, and owning the BAU support handover for our Customer Service Team.

2. Key Responsibilities

- Be an active member of the implementation team, supporting their goals and customer expectations.
- Support the training of product end users.
- Support the implementation team in the change management required during introduction and deployment of new systems to customer sites.
- Facilitate data entry or conversion activities for setup and configuration of software for new and existing customers.
- Provide Level 1 support services to customers when (Product wide) issues are raised.
- Understand customer needs and their operations.
- Work closely with Product and Delivery teams to ensure successful deployments of features to customers.
- Support existing OneStop customers, with their support and service requests to ensure effective issue resolution
- Adhere to customer resolution and satisfaction requests within control
- Update user guides to support customer needs.
- Follow Systems Service Desk SOPs i.e., Zendesk, Jira & Confluence, Monday.com
- Document processes & daily tasks
- Occasionally travel to customer sites, both interstate and overseas
- Play an active role within our department's Process Excellence (PEX) initiative projects

3. Selection Criteria

Technical

- Microsoft Office skills to an intermediate level, especially Excel
- Excellent communication skills, both written and verbal; with the ability to engage with stakeholders at all levels internally or externally
- Ability to listen and understand client requests, and then take appropriate action
- Have a proactive approach to working and the ability to self-motivate, plan, organise and prioritise activities based on outcomes required
- Ability to work cooperatively and collaborate in a professional team environment

- Ability to identify, analyse and solve business and operational problems
- Ability to take accountability of tasks and to oversee them to completion
- Project coordination experience (but not essential)
- Experience with Jira, Confluence, Zendesk, and Monday.com (but not essential)

Behavioural

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

Manages ambiguity (3) – operating effectively, even when things are not certain, or the way forward is not clear

- Deals comfortably with the uncertainty of change
- Effectively handles risk
- Can decide and act without the total picture
- Is calm and productive, even when things are up in the air
- Deals constructively with problems that do not have clear solutions or outcomes

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

Customer focus (11) - building strong customer relationships and delivering customer-centric solutions

- Gains insight into customer needs
- Identifies opportunities that benefit the customer
- Builds and delivers solutions that meet customer expectations
- Establishes and maintains effective customer relationships

4. 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 Code of Conduct.

3. Undergo a police background check upon commencement.