

Job Description

Position Details			
Position Title:	Implementation Coordinator (Project Coordinator)		
Department / Unit:	Client Services	Location:	Adelaide Head Office
Employment Status:	Full Time	Salary:	\$50,000 - \$55,000 + Superannuation
Role Purpose:	The Implementation Coordinator (known internally as a Project Coordinator) is responsible for successfully managing the implementation of Rapid Global software for clients once a sale has been made, liaising with key stakeholders to ensure the project meets the sales order and deadlines, and providing the client with excellent and dedicated service.		
Reports to:	Client Services Manager		
Key Relationships:	Project Team Leader		
Core Hours of Work:	38 hours per week, worked between business hours of 7.30am – 6.00pm		
Mission:	Rapid Global exists to make the world a safer place to work		
Values:	<p>Customer Satisfaction: We have a passion to delight our customers, achieved through the delivery of superior quality, dependable on-time delivery & service and partnerships built upon excellence and openness.</p> <p>Integrity: We are open, direct, honest and treat all others with respect.</p> <p>Teamwork: We work genuinely as a team to be better at what we do.</p> <p>Safety & Environment Responsibility: We strive to create and maintain a safe and environmentally responsible workplace.</p> <p>Innovation & Creativity: We continually challenge current practices, harnessing modern technology commercially, being sensible and astute in the management of risk.</p>		

Key Responsibilities		
Key Responsibility Area	Major Activities	Outcomes / Measures of Success
<p>Client Services: Provide high quality customer service to our clients and system users.</p>	<ul style="list-style-type: none"> Advanced support to clients via phone and email; answering general, technical and complex enquiries Successfully manage external conflict resolution matters Upsell Rapid Global products and solutions Able to respond to general sales enquiries Facilitate high level Client Administrator training and meetings (online and face to face) 	<ul style="list-style-type: none"> Call observations 100% Email Audits 100%
<p>Project Implementations</p>	<ul style="list-style-type: none"> End to end implementation of a broad range of Rapid Global products; coordinating client accounts, meetings and training; building the software system as per client requirements provided on the sales form Effectively coordinate multiple projects at one time (including multiple products) Update task management system (JIRA) tasks as required with project information and log all time in JIRA Adhere to project and task deadlines Conduct project implementation audits 	<ul style="list-style-type: none"> Net Promoter Score of 8 or above Project adherence to deadlines audit >80% Post implementation reviews to be completed within 2-4 weeks Time logged in JIRA >80%
<p>Quality Assurance</p>	<ul style="list-style-type: none"> Timely and sufficient management of JIRA tasks; provide sufficient and clear information in tasks Initiate self-development of our products, services and system enhancements. Undertake high level quality system testing as required. 	<ul style="list-style-type: none"> JIRA Quality Audit >80%

Key Responsibilities		
Key Responsibility Area	Major Activities	Outcomes / Measures of Success
	<ul style="list-style-type: none"> Client system reviews of a broad range of products 	
General	<ul style="list-style-type: none"> Advanced specialized tasks as required (e.g. staff training, General duties as required Adhere to all Rapid Global policies and procedures. Adhere to all Rapid Global Work, Health and Safety policies and procedures. Implement feedback provided by Team Leader/Coaches/Client Services Manager to improve performance and behaviour Adhere to their roster and schedules to ensure workload demands are met. Adhere to the daily workload activities to ensure tasks are completed. Provide coaching and training to employees at lower levels as required 	<ul style="list-style-type: none"> Adherence to schedule >90% Training compliance 100% Performance Reviews

Selection Criteria		
Knowledge, skills, abilities, experience, qualifications	Essential	Desirable
Good knowledge of Workplace Health and Safety practices and regulations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Minimum 3 years' experience in implementation coordination / project coordination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Highly competent in navigating computers and software	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer service experience specialising in providing IT support	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience implementing software systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong presentation skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Excellent written and verbal communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience in training clients (face to face and online)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Qualification in Project Management or Workplace Health and Safety	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Highly organised, able to successfully time manage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience dealing with Clients and key stakeholders (face to face and online)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Intermediate to Advanced skills in MS Office Suite (PPT, Excel, MS Word)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Performance Competencies

- Adhere to the call and email quality process to provide excellent customer service.

- Be flexible to roster changes based on business needs as required. Be flexible to complete work tasks as required by the Team Leader/Client Services Manager.