

QS Enrolment Solutions

Position Title	Client Delivery Manager
Reports To	Director – Client Delivery
Location	Melbourne CBD
Hours	Full Time – 38 hours per week

Position Summary:

The Client Delivery Manager monitors client requests, projects and tasks that are being performed by key stakeholders in QS Enrolment Solutions.

Key Accountability	Duties
Client Relationship Management	Maintain the relationships for a select portfolio of clients.
	Assist clients in their forward planning of initiatives and campaigns that are delivered by QS Enrolment Solutions and communicate these plans to the relevant internal stakeholders.
	Facilitate client meetings on and off-site.
	Actively participate in client forums and presentations.
	Solicit client feedback on the quality of services provided by QS Enrolment Solutions and drive service improvement initiatives.
Client Delivery Management	Ensure client requests are fulfilled on time and to the appropriate quality levels, as agreed with the clients.
	Ensure contractual KPIs for marketing automation, reporting and technology services are met. Escalate issues as necessary.
	Follow agreed service request management procedures and protocols and assist clients in understanding and following the same.
	Negotiate delivery deadlines and specifications with internal stakeholders.
	Assist clients in specifying web-forms, broadcast campaigns and actionable performance reports.
	Quality control and add value to regular and ad-hoc client reports.

	Evaluate client requests for their appropriateness given the scope of contracted services and escalate out-of-scope requests to the Director – Client Delivery or Senior Account Director as potential opportunities for up-sell.
	Assist in the client roll-out of new products and services.
	Assist clients in product and service auditing initiatives.
	Exercise quality control over client requests ensuring that these have the necessary precision to be understood and fulfilled by internal stakeholders.
	Conduct internal client delivery performance reviews for specific clients and influence internal processes as necessary.
	Maintain the currency and relevance of all client communication templates.
Internal Management	Assist the Senior Account Director in contract negotiations and drafting of service level agreements.
	Assist with the development of client management strategies in collaboration with the Director-Client Delivery and relevant Senior Account Directors.

Personal Requirements to Meet Position Objectives:

- Results and deadline driven
- Strong customer service focus
- High verbal and oral communication skills
- Ability to conduct formal presentations
- Ability to facilitate problem solving workshops with small numbers of clients and internal experts
- Strong “EQ” and ability to empathise with clients and co-workers
- Ability to travel interstate occasionally for client meetings
- Ability to represent QS Enrolment Solutions in a highly professional manner
- Commercial acumen and appreciation of the relative value associated with the accounts

Certifications and/or equivalent experience desired:

- A minimum of 1 year’s experience in an account management or senior customer service role.
- Call centre operations experience is valuable.
- Tertiary qualification, preferably in a business or marketing discipline.

Interested? Please send your resume to sarah.stark@qs.com to apply.