

Position Description

Title	Customer Delivery Manager
Department	Operations
Reports to	Head of Customer Delivery
Direct Reports	N/A

Primary Objective

The Customer Delivery Manager manages, protects, grows and retains the 360 degree relationship with corporate and individual customers. This is a key role in maximising long term revenue opportunities by becoming trusted advisers and a key relationship architect to corporate and individual customers.

Position Responsibilities

- Present as a professional, vibrant, knowledgeable and efficient face of Entity Solutions
- Build upon and maintain the relationship between Entity Solutions and our customers
- Deliver service to the customer based on the direction advised by the Customer Account Director (CAD), including following plans and Account Management Plans, from implementation through delivery
- Utilise Entity Solutions internal departments, partners and service providers to assist in the development and delivery of appropriate solutions based on customer wants and needs
- Manage all proactive and reactive contact points with the customer, utilising the support of the Service Delivery Team where required
- Coordinate all requirements for the set-up of a new customer, or the extension of an existing customer
- Management of IPROs, including on-boarding, document chase up, VISA Checks, answering IPRO queries and maintaining databases
- Ensure accurate and timely delivery of payroll and invoicing services
- Maintain ownership for the data integrity of all Entity Solutions systems and documents, as well as internal processes relating to the provision of service to allocated customers
- Work with the Finance team to reconcile customer debtors, ledgers and assist in collecting outstanding payments
- Ensure prompt communication to customers upon funds not being received
- Conduct periodic internal or external reporting or analysis requirements as requested by Entity Solutions customers or the Customer Account Director
- Arrange and attend customer visits where deemed mutually beneficial for Entity Solutions and the customer according to Account Management Plans or at the request of the CAD
- Make recommendations process development based on customer feedback
- Assist in the distribution of Entity Solutions marketing communications and initiatives, including blog articles, studies, newsletters and merchandise

- Ensure an in depth understanding of:
 - All Entity Solutions divisions and offerings, including features and benefits
 - The offerings and processes of ES Service Provider and partner organisations
 - All relevant employment and ATO legislation, including Modern Awards, Payroll Tax, Superannuation, Workcover, Business Expense Claiming & Salary Packaging
- Additional duties and responsibilities as reasonably requested by the Customer Account Director, CDM-TL or Service Delivery Manager.

Leadership

- Provides leadership, coaching and guidance to the business
- Delivers the objectives outlined in the Strategic Priorities and performance management
- Plans and ensures all tasks, activities and services are undertaken in a professional, accurate and responsive manner
- Displays a range of high-level interpersonal skills that inspires confidence and enables people to be effective and be recognised for achievements
- Demonstrates a commitment to personal and professional development
- Embodies Entity Solutions brand values and leads by example

Customer Service

- Always operates under the 'Customer is King' philosophy
- Represents the brand in line with Entity Solutions vision and values, and always present in a professional manner
- Displays a consistent desire to help or meet the service needs of both internal and external customers

Key Performance Indicators (KPIs) and Core Competencies

Each role will have individual, department and company targets, as well as expected behaviours which will be detailed in the individual's Performance Management targets