

Roles

and

Responsibilities

Human Resources (HR), HelpDesk and Operations Officer

ROLE SUMMARY

Description

The Implementation ERP consultant's position is responsible for co-ordination of revenue, management and reconciliation accounting to ensure the delivery of quality and timely accounting services and reporting of a small business operation. You should undertake the administration of operational matters and such tasks that may determine your office. The ideal candidate should have, CPA/ACCA/Finance/Accounting option qualification from a well-recognized institution and should be able to work in a paperless and automated environment.

Responsibilities

Managing the Service Team, Service Orders and Consulting Tasks :

- Creating cases and sending job cards to clients, follow up for approval
- Reporting Automated Services Job Cards from Consultants for the previous day work, completing appointments, closing service orders, responding to cases
- Process service orders and escalation to accounting for billing.
- Job Card Analysis and Performance – Consultants and Time analysis updating the company/directors monthly.

Recruitment and Training.

- Recruiting New Staff – Sales, Consulting, Technical, Operations
 - Inform the new staff on training and learning
 - Looking at GAPS in service delivery and coming up with ideas on how to seal loopholes.
- Follow up with the new staff on training and their progress, and informing the director on progress and WEEKLY basis*

Support Services and Support Efficiency:

- Daily – registering new support calls (telephone/email/staff), customer calls and updating the company/directors DAILY.
- Daily – follow up of pending cases and pending emails.
- Daily – updating customers on open cases, escalation of open cases
- Keeping a track/list of all pending support calls/issues and updating the company/directors WEEKLY
- Calling the client after service is done by Consultants and support staff to ensure that their issues have been resolved and Email them confirming the same.

Software Renewals and Registrations (updating the company/directors monthly).

- Sending notices of renewals 2 months in advance
- Sending proforma invoices of renewals 2 months in advance
- Getting the renewals and software activated with the principals
- Sending the final invoice to the client
- Monthly Invoicing and updating the company/directors monthly
- Customers - Recurring monthly billing for service contracts
- Customers - Annual monthly billing for service contracts (every month)

Annual Maintenance and Support Contracts (updating the company/directors monthly).

- Sending notices of renewals 2 months in advance
- Sending proforma invoices of renewals 2 months in advance
- Getting the Annual Maintenance Contract Agreement signed along with the LPO and cheque from the customer. All AMCs must be current and not old.
- Sending the final invoice to the client
- Monthly Invoicing and updating the company/directors monthly
- Customers - Recurring monthly billing for service contracts and amounts
- Customers - Annual monthly billing for service contracts (every month) and amounts
- Upcoming Software Releases - Keeping in Touch with the latest software versions and release numbers for the products we work with and updating the company/directors monthly
- Upgrades and Installations - Planning Upgrades for customers who are on Cover and Annual Contracts to the latest version with the technical and consulting team and the client and updating the company/directors monthly
- Keeping a track of the installed versions of all the software we have sold to our clients
- Installed Version and Release number
- Selling Upgrades to customers who are not on Cover and ALF and updating the company/directors monthly.

Cross Selling and Up-selling :

Selling additional modules and service to the clients

Updating the company/directors monthly

- When required – Sales Job orders
- When required – outstanding quotations
- When required – purchase orders
- Daily – updating cases and to do tasks
- Administration tasks related to your job roles
- Filing

You must be fully versed with

- All the Office Filing related to your tasks
- Customer Invoices and Credit Notes
- Supplier Invoices and Return and Debits
- Job Cards

Office

- When required – enforcing the policies and procedures and advising the staff on the same.
- Environmental – improving environment and working conditions
- Staff – creating a conducive working environment
- Administration – informing the directors of any problems or issues arising with staff and reporting anyone trying to become a problem. Product Releases and Product Information
- Sharing the software updates and bulletins coming on email with all the staff
- Sending marketing campaigns on new product features

Modernizing

- End point service delivery optimization
- Using technology to improve bottlenecks that impede an efficient service delivery.
- Looking at GAPS in service delivery and coming up with ideas on how to seal loopholes

Requirements

- Computer skills – using applications, surveys, campaigns
- Vocation – can command a room
- Writing and communication skills
- Strong People and attitude management
- Convincing skills with conviction to the client on investing/spending.
- Managing people – egos, designations, attitudes, attendance, appearance