



Position Description

Client Service Manager, full time

Salary range 80-90k plus superannuation

Reports to Strategy & Operations Integrator

Purpose

The Client Services Manager helps ensure Dattner Group clients receive exceptional service in line with the company's purpose, client expectations and to support the success of the strategy- **'Outstanding delivery'** is the strategic objective that lies at the centre of the CSM's role, with a key outcome of their success being strong client relationships resulting in an increase in repeat and/or referral business.

The CSM works directly with clients and delivery experts as well as overseeing the Client Services team, to develop and implement client service strategies that will ultimately increase sales while providing a positive experience for all clients, and upholding the values of the business: **courage, collaboration, curiosity and accountability**. It's their job to assist clients, resolve issues and implement changes that can strengthen the company's relationship with its clients.

Primary Role of the Client Services Manager

- Across the business's core services of Consulting, Coaching and Compass (in-house programs only), manage the clients' program life cycle to ensure seamless communication and delivery of services
- Develop and maintain key operational relationships with all stakeholders to ensure DG's success in delivering our programs and services, and maximising repeat business
- Oversee and manage production of program and product materials, ensuring they are produced to the highest standard, in a seamless and timely manner
- Manage the enhancement of all Dattner Group's materials associated with delivery (printed, electronic, web) to provide maximum engagement, clarity and end-user experience
- Ensure efficient management of the Program Materials Master Documents Repository to enable efficient and effective program design
- Be a contributing member of a caring, dynamic team who commit to the purpose and values and who share responsibility for the success of the whole
- Coaching and supporting the client services team to help them meet both their individual and DG goals
- Assist in the tasks as required to support the business to achieve its goals.

KEY RESULT AREA

Across the business's core services of Consulting, Coaching and Compass, manage clients' program life cycle to ensure seamless communication and delivery of services

- Effective Client Project Management of confirmed work, including effective resource management and planning of internal resources required to effectively deliver services to DG clients
- Overseeing the production of program materials to ensure they're completed to effectively service the client and Consultants and are aligned with budget KPI's
- Internal Project Management, as determined by business needs/strategy

- Oversee diagnostics and assessment tool administration, including setting up of customised surveys and reports
- Demonstrating a proactive manner to all activities with a solution focus
- Ongoing review and improvement of existing systems and processes

KEY RESULT AREA

Develop and maintain key operational relationships with all stakeholders to ensure DG's success in delivering our programs and services, and maximising repeat business

ACCOUNTABILITIES

- Onboarding new clients and developing working relationships
- Managing sales or service reports for clients or other stakeholders as needed
- Keeping documentation and records of client interactions for product development or marketing purposes
- Developing surveys and obtaining client information for product development or marketing purposes
- Working with product owners and BD team to maximise further potential sales opportunities

KEY RESULT AREA

Management of program preparation and production material

ACCOUNTABILITIES

- Oversee the design and preparation of all program-related materials
- Ensure that materials are presented in a professional and user-friendly manner to clients and consultants while adhering to DG Branding Guidelines
- Ensure the planning and preparation of materials within the DG project timelines, by managing resources according to set timelines and discussion with stakeholders

KEY RESULT AREA

Project Management

Manage all client -projects as agreed with the product owners to achieve the agreed goals

ACCOUNTABILITIES

- Work collaboratively review, plan, manage and achieve the projects that will support the strategic goals of the business
- Provide reporting on program/service delivery goals and milestones in an agreed format and as required
- Oversee the organisation of data associated with the lifespan of the client's relationship (not including BD data associated with Sales)
- Work to match the company's growth with managing efficiency of tasks and economies of scale, in aid of increasing profitability

IDEAL SKILLS**KEY CAPABILITIES**

- Emotionally capable of being collaborative while effective in achieving business goals
- Team oriented
- Problem solving, conceptual and creative idea generation
- Follow through and striving to achieve identified goals of the role

SKILLS

- Demonstrated high level organisational skills
- A proven ability to manage and prioritise multiple competing priorities effectively
- Ability to handle complex details
- High attention to detail
- Emotionally responsible, behaviourally flexible
- Excellent communication and relationship building skills

TECHNICAL

- Advanced skills in Microsoft Teams, PowerPoint, Excel, Word, Outlook
- Document management systems and project management systems (eg, Monday)
- Medium skills in Salesforce, Mailchimp, Survey Monkey, Canva, Google Analytics, and other digital platforms
- Medium skills with social media platforms Facebook, Instagram, LinkedIn
- Ability to use the WordPress Content Management System an advantage
- Ability to use basic survey/diagnostic systems (various external platforms)

DATTNER GROUP CORE VALUES

Success is defined not only in terms of WHAT is achieved but also HOW it is achieved. Your behaviour will be evaluated with reference to Dattner Group's core values of:

Courage**Collaboration****Accountability****Curiosity**