



## Knowledge Services Account Manager

- ✚ **Cloud Vendor Undergoing Explosive Growth**
- ✚ **Apply Your Contact Centre Operations Expertise**
- ✚ **To \$130K Base + Super + Bonus + Blue Sky Career**

By any definition a certified Australian success story, this business/IT solutions provider has hit a gold mine in the knowledge management space, growing exponentially in recent years as the market gravitates towards smart, easily deployed and customer-contact-centric cloud solutions which eradicate the need for expensive and cumbersome integration. This solution suite equips frontline contact centre staff to access the right information at the right time to resolve any customer's query first time – every time, so the ROI is massive and being embraced by key decision makers around Australia as evidenced by our client's impressive portfolio of blue chip case studies. In response to this growth, they now wish to recruit a high calibre contact centre professional to assist with the pre and post deployment consulting phases so critical to the success of this *right time, right place* solution.

This is a 'chameleon' role that should appeal to contact centre industry professionals who have worn many hats over the years including operations, account/client service management and some end-user IT oriented consulting, probably in fast moving and dynamic BPO, vendor or consulting environments. You will need all of these commercial wares in consulting on-site when: forming and directing project teams; interviewing and researching end-user requirements based on solution functionality; reviewing, collecting and standardising existing content and transferring onto the system (to defined methodologies); developing in-house training modules; formalising announcements, visibility tracking and reporting modules; and much more.....utilising your intimate knowledge of best practice contact centre people/process/technology inputs at every step.

The sky truly is the limit at this impressive, rapidly expanding Australian consultancy so you should be as ambitious as you are team-oriented. The opportunity to grow with this organisation and play a key role in that growth should excite you as you would be joining a professional, passionate yet demanding team who set high standards but know how to *let their hair down* at the end of the day!

To apply in strict confidence, please click the button below, attaching a brief resume and covering letter quoting **Ref. No. GLT/46098** or call **Greg Tanna** on 61 2 9947 9712 for further information.