



Project Manager – Customer Insights & Analytics

- ✚ **Drive Major Customer Transformation**
- ✚ **1st Class Health Services Giant**
- ✚ **c\$105K Pkg. (or contract) + Excellent Executive Career Avenue**

This dynamic health services giant is breaking out of the traditional mould and looking to use its significant data assets in new ways to improve service offerings across all distribution channels. In doing so, the aim is to consolidate their strong market position by designing, building, developing, improving and delivering a first class customer advocacy program, all with due regard to the greater operational “big picture” objectives of the group and with immediate impact on customer experience.

Working with strong Executive teams across Customer Service, Marketing & Public Affairs, Human Resources and Information Services, this is a Greenfield opportunity with budget approved to establish an operating framework that gets to the heart of service culture. This position is newly-created and presents exceptional professional development opportunities for budding executives.

In order to achieve real results rather than two-dimensional roll-outs we require people with most, if not all, of the following:

- ✚ Proven delivery of NPS reporting and associated customer effort measures;
- ✚ Experience with continuous improvement methodologies such as Lean, Six Sigma, etc;
- ✚ Sound Project Methodology – an understanding of Prince 2 or PMBOK
- ✚ Analytical skills and ability to interpret and provide insights from customer experience data including delivery of action plans tackling root cause issues;
- ✚ Tertiary qualifications in a business discipline or equivalent extensive experience;
- ✚ The ability to communicate with a broad cross-section of customer centric teams across the group, both horizontally and vertically.

To apply in strict confidence, please click the apply button below attaching a brief resume and covering letter quoting **Ref. No. GJD/88058** or call **Glen Duggan** on +61 7 3232 1180 for further information.