



Position Description	
Job Title:	Onboarding Consultant
Location:	Head Office, Lower Hutt
Reporting to:	Onboarding Manager
Date:	April 2021

Purpose
<p>The Onboarding Consultant will be the point-of-contact throughout the On-Boarding experience for new SmartPayroll Customers. The role will focus on delivering quality, data accuracy, fast and efficient on-boarding services and exceeding customer expectations.</p> <p>The position will ensure smooth adoption of the SmartPayroll software and services for new clients by understanding the customer’s requirements and ensuring customers’ expectations are met with high standards maintained throughout.</p>
Organisation Structure
CEO
Head of Operations
Onboarding Manager
Onboarding Consultant

Result Area	Activities	KPI's
Service Excellence Delivery	<ul style="list-style-type: none"> • Demonstrates commitment to meeting and exceeding the needs of customers throughout the On-Boarding experience. • Continually aspires to achieve excellence in all areas • Provide polite, professional, efficient and timely handling of client queries and requests • Adherence to all relevant Onboarding and company policies and procedures • Ensure consistency in use of systems, processes and practices • Escalate any appropriate problems to the Onboarding Manager or Assistant Manager 	<ul style="list-style-type: none"> • Customer experience targets established and met • Customer satisfaction (with service) tracked and targets met • Customer feedback • Data quality / accuracy • Adherence to all levels of the Privacy Act

Payroll Set Up	<ul style="list-style-type: none"> • Checking information provided by clients is correct and complete • Participate fully in training and coaching sessions • Adherence to all levels of the Privacy Act • Working with your team and other parties (internal and external to SmartPayroll) to ensure a timely delivery of services • Accurate Data Entry of client information into new payroll sites • Calculation and entry of client leave • Act positively in the role of change agent • Actively promote good work practices and work ethic 	<ul style="list-style-type: none"> • All customer contact and relevant information recorded accurately in the CRM • Regular one on one meetings conducted with Onboarding Manager • Attend team meetings
Relationship management	<ul style="list-style-type: none"> • Work collaboratively with your team and other SmartPayroll staff to ensure timely delivery of services • To contribute to the overall success of the business by playing an active role in the Installation team • Co-ordinate effectively with third parties to achieve desired outcomes 	<ul style="list-style-type: none"> • Strong relationships developed and positive feedback received • Attend and contribute to One to One and Onboarding team meetings regularly
Health & Safety	<ul style="list-style-type: none"> • Report all hazards or unsafe situations • Report all accidents/incidents including near misses • Work safely and use all protective equipment if required 	<ul style="list-style-type: none"> • Hazards reported same day • No injury caused to self or others • All hazards are reported
Other Duties	<ul style="list-style-type: none"> • Carry out other duties as requested 	<ul style="list-style-type: none"> • Shows willingness and initiative • Timely and accurate completion

Experience & Qualifications	
<p>Well-developed oral, written and interpersonal skills</p> <p>Highly developed problem solving skills</p> <p>Willingness to learn and develop new skills</p>	

Strong numeric abilities

Effective work organization skills with an ability to manage a wide variety of tasks

Proficient in MS Office Applications

In-depth knowledge of customer services software, databases and CRM systems

Key Competencies

Strong work ethic and aligned to organizational values and ethics

Integrity and Trust

Listening skills

Customer Focus

Drive for results

Self-motivated and proactive

Initiative, drive and action oriented, flexible