

JOB TITLE – CLIENT ENABLEMENT AND ASSURANCE SUPPORT CONSULTANT

Position reports to : Client Enablement and Assurance Team Lead
Direct Reports : None
Office Location : Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

To provide high-quality client support across Client Enablement, installations and Assurance products, helping clients successfully adopt, use and resolve queries relating to Caseware solutions. This role is suited to graduates with accounting knowledge who are eager to build technical product expertise, deliver excellent client service, and contribute to client success and retention.

PRIMARY RESPONSIBILITIES FOR THE ROLE

a) Client Enablement and Installations Support

- Provide first-line support to clients on Client Enablement queries, including installations, onboarding-related support and product access guidance.
- Assist clients with installation-related queries and ensure they are guided through the correct support processes.
- Deliver support across multiple channels, including phone, email and support cases, in line with service level agreements.
- Escalate complex cases through the correct channels to ensure efficient resolution and client satisfaction.

b) Assurance Support

- Provide support to clients using Assurance-related Caseware solutions, applying accounting and auditing knowledge to understand client queries.
- Assist clients in using Caseware products effectively so they can deliver quality services to their own clients.
- Identify recurring product or service themes and escalate trends, risks or improvement opportunities to the relevant teams.
- Contribute to client retention by enabling efficient and effective use of Caseware solutions.

c) Case Management and Service Delivery

- Manage assigned support cases in line with defined support processes, procedures and service level agreements.
- Prioritise cases effectively to ensure timely responses and resolution.
- Maintain accurate case notes and ensure all client interactions are documented clearly.

d) Knowledge Sharing and Continuous Learning

- Build product knowledge across Client Enablement, installations and Assurance through structured learning and hands-on support exposure.
- Participate in team knowledge-sharing sessions to strengthen technical and product understanding.
- Contribute to internal and client-facing knowledge resources, including support notes, articles and frequently asked questions.
- Remain curious and proactive in learning new products, updates and support practices.

e) Client Engagement

- Engage professionally with clients to understand their queries and provide clear, helpful guidance.
- Conduct follow-up communication where required to confirm resolution and improve client experience.
- Support a positive client journey by being responsive, accurate and solutions-focused.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Completed or in-progress BCom Accounting degree, National Diploma or equivalent accounting qualification at minimum NQF Level 6, with Accounting and Audit as essential subjects.
- Accounting and Audit must be included in the candidate's qualification, preferably completed to at least second-year level.
- Strong academic performance within the specified qualification. Academic transcripts may be requested.
- Graduate candidates are encouraged to apply; prior working experience is not required.
- Experience in Caseware, auditing, accounting, customer service or software support will be advantageous.

KNOWLEDGE

- Good understanding of accounting and audit principles within financial environments.
- Basic understanding of auditing environments and processes.
- High level of computer literacy with an interest in software, systems and technology.
- Willingness to learn Caseware products, support processes and client enablement practices.

SKILLS

- Technical troubleshooting and problem-solving ability.
- Clear and effective verbal and written communication skills.
- Ability to work confidently with Microsoft Office and learn new software systems.
- Strong customer focus with a results-driven mindset.
- Excellent time-management and prioritisation skills.
- Ability to work in a fast-paced, high-pressure and collaborative environment.
- Attention to detail and accuracy.
- Initiative, self-motivation and willingness to learn.

ATTRIBUTES

a) Personal Attributes and Qualities

- Curious, eager to learn and open to feedback.
- Professional, client-focused and service orientated.
- A self-starter who takes ownership of learning and assigned work.
- Resilient and able to remain calm while working through client queries.
- Collaborative and willing to contribute to team success.
- Reliable, organised and able to follow defined processes.