

## JOB TITLE – Practice Management Support Team Leader

**Position reports to** : Junior Support Manager  
**Direct Reports** : Client Onboarding Team  
**Office Location** : Adapt IT Johannesburg Campus

### PURPOSE OF THE POSITION

The purpose of the role is to provide exceptional support service to our customers for all related products. The role will oversee the support team by providing operational direction, task delegation and the overall coaching and team leadership to achieve the teams stated targets and objectives.

### PRIMARY RESPONSIBILITIES FOR THE ROLE

#### a) Team Management

- Develop and implement an annual team plan that guides targets, objectives and client success metrics;
- Partner with HCM, divisional leaders and our recruitment supplier to facilitate recruitment activities in accordance with the Group recruitment policy; being the Recruitment and Selection policy;
- Oversee the coaching, mentoring, performance management and career development of the team;
- Lead in the execution and monitoring of the support teams' procedures; and
- Provide direction to the team on what to do and how to improve.

#### b) Client Success

- Enhance the client journey by designing and implementing interventions based on knowing and understanding the latest developments and strategies within the division;
- Drive overall relationships with assigned clients, which includes managing on-boarding, implementation, training, increasing adoption, ensuring retention, and high levels of customer satisfaction;
- Participate in the development and implementation of client success campaigns;
- Lead the execution of activities to ensure internal orientation in driving client success;
- Deliver client success by collaborating with the team for input on how to increase productivity and improve client success; and

- Identify and document observations and findings in formal reports for submission to relevant stakeholders.

#### **c) Team Targets and Metrics**

- Generate team metrics based on in-depth data analysis;
- Leverage data analysis to identify exceptions and/or business opportunities which informs our client success strategy; and
- Establish, communicate, and achieve targets to spur performance and to measure effectiveness.

#### **d) Products and Service**

- Oversee complete resolutions on all reported cases for the relevant products; and
- Partner with Product and development teams to assist with testing operations and releasing of relevant products.

#### **e) Innovation and Special Projects**

- Identify best practices or improvements by evaluating existing processes, products and procedures;
- Provide invaluable contributions to improve the overall strategy of the support team; and
- Lead with a mindset of continuous improvement.

### **QUALIFICATION AND EXPERIENCE REQUIREMENTS**

- Post-Matric qualification. Completed BCom Accounting degree.
- Excellent academic achievements within the specified qualification (Please note that academic transcripts will be requested).
- At least 3- 5 years' experience in customer related roles.
- Experience with CRM systems (Salesforce.com an advantage).
- Support methodology training (ITIL, 6 Sigma) a plus.
- Experience on Cloud applications.

### **KNOWLEDGE**

- Internal product and customer knowledge.
- Experience with electronically licensed software.
- Experience with data analysis and reporting.



**SKILLS**

- Relationship Management.
- Highly computer literate, with a keen interest in software.
- Excellent troubleshooting and issue resolutions skills.

**ATTRIBUTES**

a) **Personal Attributes and Qualities**

- Strong leadership ability with personal credibility capable of effectively interacting with all stakeholders;
- Sound influencing skills in dealing with internal and external stakeholders;
- Focused and results oriented, driven by excellence;
- Effective communicator at all levels;
- Ability to work in a fast-paced, high pressured and collaborative environment;
- Ability to effectively manage time, prioritize tasks and work within deadlines with little supervision;
- Mature individual with high level of emotional intelligence;
- Ability to understand and manage complex client environments; and
- Ability to manage a wide and complex range of requests and incidents.

**APPROVAL**

The signatories hereof, confirm that their acceptance of the contents and recommend the adoption thereof,

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**Divisional Executive**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Practice Management Support Team Leader**

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**Date**

