

<b>Position</b>	<b>LIBRARY SOLUTIONS CONSULTANT</b>
<b>Reports To</b>	VP Customer Success & Experience
<b>Department</b>	Customer Success & Experience
<b>Location</b>	<b>Melbourne HO, or Remotely NSW or QLD, AUSTRALIA</b>

**Role Brief**

Be a key contributor to our customers' experience and retention by providing outstanding global customer support.

Key focuses on solving customer issues; as well as liaising with customers and other customer service teams to provide high level advice, insights and feedback.

Be a key contributor to global projects, service delivery and support and provide outstanding customer experience to our customers across multiple channels and regions.

### **Key Attributes**

- Strong Customer Focus & Communication
- Listening & Approachability
- High Attention to Detail
- Time Management
- Ability to Work in a Team & Autonomously

### **Responsibilities**

- Library Management Systems Product Expert
- Respond to allocated tickets in a timely manner in line with relevant SLA and working through to resolution
- All calls / actions (self or internal) / follow up must be documented within Support Ticket System to ensure continuity of service should tickets need to be re-allocated due to availability and/or shift change
- Provide training and consulting services to successfully deliver customer projects, on time and within budget and with a key focus toward ongoing customer retention and engagement.
- Participate in meetings and calls with customers and be a trusted advisor with regard to best practice for Libero
- Contribute daily to the internal and customer knowledge bases

## **KPIs**

- Support Ticket KPIs includes first response, rate of resolution and agent utilisation
- Services are delivered accurately and on time / within project timeline
- Initiative and contribution to best practice and product development
- Customer Satisfaction

## **Experience & Skills**

- Qualification and/or relevant working experience relating to Library Management includes specific operational know-how, current library processes and systems, etc.
- Experience working in support teams
- Experience working in consulting for software solutions and/or service delivery
- Basic technical understanding and knowledge of Microsoft applications, Enterprise technology and architecture
- A good understanding of customer requirements related to Libero and other complementary systems
- High level of analytical and problem-solving skills
- Ability to communicate appropriately with customers and explain technical issues to non-technical users
- Excellent attention to detail
- Customer focused
- Excellent communication, both written and verbal
- Consulting and Training presentation skills
- A true passion for Customer Success & Experience

## **Key Duties**

### **Product Expert – Library Management Systems**

- Strong understanding and knowledge of requirements and needs for different Library types regarding Library Management processes including how our products can work with partner technologies
- Competently and confidently expound the capabilities of our Products
- High level application knowledge of Libero
- Understanding of our solutions, the services offered and how our customers utilise the software to achieve business outcomes

## **Customer Support**

- Provide technical and non-technical support to customers and work within the Support Service Scope
- Record all calls / actions (self or internal) / follow up within Support Ticket System
- Proactive follow up with the customers to ensure full resolution of issues in the shortest amount of time
- Manage assigned queues and ensure all new / unassigned tickets are distributed accordingly
- Update customers consistently on the progress of their issue (ticket)
- Ensure all unresolved issues (P1/P2) are escalated as appropriate and assigned
- Contribute to team culture
- Ability to work a rotating roster
- As a priority, contribute daily to the agent and customer knowledge bases within Support Self-Service Portal and Ticket system

## **Training & Consulting**

- Successfully deliver training services within the allocated time; includes webinar-based new implementation training and functional or 'How To' training
- Prepare presentation and training communication
- Follow up training queries with relevant teams and prepare customer responses
- Contribute to the development of training policy and documentation for customers
- Successfully deliver consulting services and provide mentoring and general product advice to customers
- Contribute to consultative pre-sales support queries as required

## **Customer Service Delivery**

- Be available to work outside of normal business hours as required for assigned projects
- Keep Service Delivery tasks up to date at all times, ensuring time is logged for all work completed
- Strong skills as a trusted customer advisor with regard to the software and best practice
- Produce project documentation accurately and on time as required; and effectively coordinate training and consulting appointments
- Participate in regular meetings to share and review experiences related to Project & Service Delivery
- Contribute to and maintain Customer Service Delivery knowledge base information

### **Customer Education & Online Resources**

- Create and coordinate publishing of online training collateral for customers including functional, “how to” and best practice advice
- Create DIY Customer Support resources
- Identify and coordinate necessary changes to training resource (both print and video-based) as a result of changes in functionality and new product development

### **Services Review**

- Participate in the Quarterly Services Review, i.e. review and develop new training and consulting offerings
- Complete allocated tasks within the allocated timeframe

### **Training & Development**

- Participate in training sessions to expand software knowledge i.e. product-based and technology-based training
- Participate in personal training and development as directed

### **Product Roadmap**

- Provide regular feedback and insight into customer experiences with our products
- With a customer focus, be an active participant in the discussion relating to new / existing functionality as required
- Where required, take relevant notes which will form the basis for future “Learn” site content and discuss / share as appropriate with the Customer Success & Experience team members

### **Sales Enquiries**

- Be available to assist with sales enquiries via email and phone calls when required and escalate as appropriate
- Assist in Tenders responses, presentations and associated meetings as required

### **Events**

- Facilitate customer engagement visits as directed
- Attend tradeshows as required
- Actively contribute to the organisation and coordination of existing customer events
- Represent Knosys in a professional and knowledgeable manner
- Deliver an 'Out-takes and findings' debrief and report at the end of each event, to share knowledge with the business

### **Research & Analysis**

- Continually researching to monitor the library management software market including both local and global trends and shifts that may have implications on our products & services
- Stay informed about the latest updates in the market with regard to technologies used by or in conjunction with Libero and share knowledge with the team.

For more information, or to submit your CV, please email  
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