

Client Manager

Major Activities

Client Coordination

- Client management ensuring all jobs are booked in and completed on time, on budget and exceeding client expectations.
- Plan and scope jobs/projects to ensure clients' needs are catered too.
- Provide clients with accurate and timely costing/quoting of jobs as required.
- Create and update jobs in MyTTM as necessary.
- Manage booking and scheduling of jobs ensuring appropriate resourcing assigned.
- Technical and operational issues are responded to and resolved to the client's satisfaction.
- Participate in the Operations handover meeting ensuring accurate information transfer.
- Ensure all work complies with legislative requirements.
- Report to Operations Manager any staff training or disciplinary actions required with supporting information.
- Work with Foremen to ensure that staff have the skills, knowledge, and information to successfully perform their roles.
- Identify and create opportunities for growth, innovation, and process improvement in conjunction with the Operations Manager.
- Show leadership and champion all Health & Safety, Team Culture, Compliance legislation or Initiatives.
- Report any incidents to the Health & Safety Manager, Operations Manager and General Manager immediately.
- Ensure billing information is collected accurately, invoiced in a timely manner with correct information.
- Respond to client feedback and requests in a timely manner
- Build strong relationships with clients, particularly, Operations and Project Managers or Supervisors
- Communicate with clients any changes to agreed services, timeframes or costs
- Build strong relationships with all Men at Work branches, Foreman and staff
- Lead a strong customer service ethos within the Operations Team
- Escalate any Client, Public, or RCA complaints to the Operations Manager without delay, including quality, compliance and people interaction issues

Scheduling

- Assist in planning jobs/projects to ensure all resources including labour are organised
- Schedule labour/vehicles to jobs ensuring that competent and effective labour/vehicles are matched to the job and accurate
- Ensure that no staff work or scheduled for work after 60 hours without a stand down period
- Assist in scheduling annual leave, sickness or any absence required in a timely and accurate fashion
- Staff are notified daily as to their start time and location the following day

Relationship Management

- Respond to client feedback and requests in a timely manner.
- Build strong relationships with clients, particularly, Operations and Project Managers or Supervisors.
- Communicate with clients any changes to agreed services, timeframes, or costs.
- Build strong relationships with all Men at Work staff.
- Lead a strong customer service and health and safety ethos within the Men at Work team.
- Escalate any Client, Public, or RCA complaints to the Operations Manager without delay, including quality, compliance, and people interaction issues.

Purpose

- To deliver the day-to-day client functions of the Company in a timely, accurate, professional, and positive manner.
- Efficient and excellent delivery of service to clients

Report to

- Operations Manager.

Key Relationships

- Clients.
- Councils and RCA's.
- Foreman (Dayshift/Nightshift).
- All Men at Work Staff including Road personnel.

Attributes/Knowledge

- Operations experience.
- Ability to build strong client relationships.
- Strong interpersonal/communication skills.
- Able to multitask and handle multiple and conflicting deadlines.
- Strong attention to detail.
- Project Management and Business System experience.
- Work and contribute as a cohesive team member.
- Excellent Traffic Management industry knowledge.
- STMS experience beneficial.

KPI's

- Ensure jobs are compliant, delivered on time, profitable, and to the Men at Work standard.
- All TMP's are current and fit for purpose when required.
- High Level of Customer satisfaction.
- Strong Client Relationships.
- Health and Safety compliance.
- Positive influence on Company Culture.
- Utilisation of staff – 95%
- Utilisation of vehicles – meet benchmark hours
- Client Meetings – 5 per month
- Site Visits – 1 per month
- Maintain and review the Sales Plan