



JOB SPECIFICATION

Professional Services Consultant

Fraxion Spend Management



About us

Leaders in the Spend Management space, Fraxion develops cloud-based procurement solutions for effective business expense management.

Trusted by companies across diverse industries and sectors, our customers achieve sustainable savings, agility and paperless efficiency using our solution. Fraxion provides complete operating expense control, systematic policy compliance, risk management, and spend analysis.

We are raising the bar in our field through innovation and progressive technology.

Job title: Professional Services Consultant

Date: 5 May 2020

Closing date for applications: no closing date currently, start date June 2020

Location: Cape Town, South Africa

Broad outline of duties:

Project Management

- Guide implementations and ensure best practices are applied
- Participate in post-project assessments
- Act as the voice of the client to ensure their needs are understood and addressed by fellow team members
- Assist and collaborate with partners and/or subcontractors required for successful project execution
- Manage multiple, simultaneous implementation projects at client sites, and monitor schedules and commitments
- Establish and maintain regular progress and status reporting systems for the clients
- Management of partner implementations and development of partner relationships
- Preparation and timeous submission of periodic reports and timesheets relating to the client projects, linked back to the project costs
- Assist with the management of a library of reusable tools for repeatable Professional Services engagements
- Management of project quality and contribution to continuous quality improvement

- Responsible for the planning and design management of all relevant documentation

Interface to Sales, Marketing, and Research & Development teams

- Serve as the primary interface between Fraxion and its clients for all consulting-related issues
- Work closely with Sales team and partners to properly scope, sell, and deliver consulting projects
- Provide feedback to Product Management for product improvements
- Solicit and capture customers' requirements and feedback
- Work with the Marketing and Research & Development teams to process and manage customers' inputs
- Work with Product Management to channel client feedback
- Serve as the escalation contact for resolving customers' issues when appropriate
- Initiate and maintain a strong relationship (both written and oral) with assigned clients
- May be called on to aid in providing post-implementation support, ongoing consultation, and training, to ensure the successful implementation of the Fraxion Spend Management solution
- Provide feedback to Sales with respect to customer needs, based on post-implementation discussions with the Fraxion personnel who delivered services to the customer
- Provide comprehensive product and industry expertise to support the Sales team (sales calls, demonstrations, technical discussions, business cases)
- Communicate to clients and company regarding the state of each project

Education, training and experience requirements:

Computer skills	MS Office, advanced Word skills
Level of formal professional education or training	Relevant degree or diploma in Supply Chain/Procurement
Level of experience in job advertised	Previous work experience as a Business Analyst Previous Systems Consulting experience

Other requirements and competencies:

Motivation	Required to control performance. Self-motivated and driven to set definite goals, and take appropriate steps to achieve them.
Initiative	The ability to use initiative to ensure customer satisfaction and retention.
Interpersonal relations	Able to associate with others and to appreciate and understand their views, needs and ideas.

Assertiveness	Able to stand firm regarding Fraxion policies, procedures and practices.
Coping skills	Able to cope with day-to-day problems and able to work under pressure.
Communication/Impact	Able to communicate professionally and project a positive corporate image at all times.
Travel	Less than 10% travel is expected.
Initiating action	Take prompt action to accomplish objectives, achieve goals beyond what is required, and be pro-active.
Quality orientation	Accomplish tasks by considering all areas involved, and show concerns for all aspects of the job.
Work standards	Set high standards of performance for self and others, assuming responsibility and accountability for successfully completing assignments or tasks.
Follow-up	Ensure that initiatives and suggestions gain sign-off and are followed through to fruition, by coordinating the necessary resources and driving these to completion.
Managing work	Effectively manage time and resources to ensure that work is completed efficiently.
Adaptability	Maintain effectiveness when experiencing major changes in work tasks or the work environment, and adjusting effectively within new work structures, processes, requirements or cultures.
Customer focus	Make customers and their needs a primary focus, developing and sustaining productive customer relationships.
Product knowledge	In-depth knowledge of the company's risk service offering.

Please forward all applications to Lea-Anne Hack, Human Resources: careers@fraxion.biz