

## JOB DESCRIPTION

### Operations Manager - ManageMyHealth

#### Role – Purpose and Scope

The purpose of the role is to lead and develop a high performing On-boarding and Service Delivery team focused on delivering excellent customer service.

The Operations Manager will report to the Product Manager of ManageMyHealth based out of Auckland.

The key responsibilities for the role includes:

- 1) Work closely with internal and external sales team to plan, coordinate and on-board customers onto ManageMyHealth.
- 2) Work very closely with Product Management and Product Delivery teams to ensure customer service levels are delivered with consistent performance. Provide comprehensive reporting on on-boarding and service delivery functions noting quality metrics trend analysis, problem management, and continuous process improvement opportunities.
- 3) Build strong relationships with key business stakeholders and be the Service Delivery integration and escalation point across the business.
- 4) Use innovation and automation to continuously optimise service delivery processes, manage our operational risk and avoid any impact on service levels.
- 5) Lead communications of major incidents to senior leaders, customers and provide out of hours support as required for major incidents.
- 6) Develop and maintain excellent product knowledge across the ManageMyHealth platform.
- 7) Visit Customers to understand how products are used and identify opportunities for product and service improvements and update product management
- 8) Participate and support sales and marketing events such as user groups, conferences, exhibitions and other events.
- 9) Work closely with Product Management to plan, coordinate and support BETA testing of new product releases and support customers that are BETA testing BETA functionality
- 10) Implement robust processes and practices to ensure our operational risks are minimised and we meet our ISO 9001 quality management and ISO 27001 information security obligations.

## Salary Range

This position is full time (nominally 40 hours per week) and the salary offered will commensurate with experience.

## Key Result Areas

Key Result Areas or KRAs are the main functional tasks of the role on which your performance will be measured.

Key Responsibilities	Outcome	Performance Measure
Work closely with internal and external sales team to plan, coordinate and on-board customers onto ManageMyHealth.	<p>Ability to on-board Customers within published service levels.</p> <p>Product usage by customer.</p> <p>Successful implementation and acceptance by customer.</p>	<p>Review by your Manager</p> <p>On-Boarding KPI</p> <p>Product usage by Customer and Customer satisfaction with implementation</p>
Work very closely with Product Management and Product Delivery teams to ensure customer service levels are delivered with consistent performance.	<p>Ability to deliver on-going customer service that consistently exceeds published Service Levels.</p> <p>Provide comprehensive reporting on on-boarding and service delivery functions noting quality metrics trend analysis, problem management, and continuous process improvement opportunities.</p>	<p>Review by your Manager</p> <p>Service Delivery KPIs</p>
Build strong relationships with key business stakeholders and be the Service Delivery integration and escalation point across the business.	Ability to establish and maintain good working relationships across the organisation and suppliers.	Review by your Manager
Use innovation and automation to continuously optimise service delivery processes, manage our operational risk and avoid any impact on service levels.	Ability to align and make changes to existing processes that show increase in service levels and customer satisfaction.	<p>Review by your Manager</p> <p>Improvements in Service Levels</p>

Key Responsibilities	Outcome	Performance Measure
Lead communications of major incidents to senior leaders, customers and provide out of hours support as required for major incidents.	Provide detailed Incident reports.	Review by your Manager
Develop and maintain excellent product knowledge across the ManageMyHealth platform.	Learn and stay up to date on ManageMyHealth Products.  Ability to demonstrate products in an effective and efficient manner with confidence without supervision.	Review by your Manager
Visit Customers to understand how products are used and identify opportunities for product and service improvements and update product management	Customer Visit Report  Product feedback by customer.  Increased Product usage post practice visit.  Document product enhancement suggestions	Review by your Manager  Product usage by Customer and Customer satisfaction.
Participate and support sales and marketing events such as user groups, conferences, exhibitions and other events.	Ability to promote, showcase and demo products at User Groups, conferences, exhibitions and events without supervision.  Product demos are of a professional standard and meet customer needs.	Event attendance  Review by your Manager
Work closely with Product Management to plan, coordinate and support BETA testing of new product releases and support customers that are BETA testing BETA functionality	BETA test customers are given a walkthrough of the new features in a product release.  Feedback from BETA customers is provided to	Review by your Manager  Feedback by customers

Key Responsibilities	Outcome	Performance Measure
	Product Manager in a timely manner.	
Implement robust processes and practices to ensure our operational risks are minimised and we meet our ISO 9001 quality management and ISO 27001 information security obligations.	All policies are implemented and service standards are complied with.  Undergo training of ISO, ISMS and Microsoft Gold Partner processes where necessary.	Full compliance to the ISO and ISMS processes.  Be familiar with the ISO/ISMS training program.
Undergo training and be totally conversant with internal systems such as CRM, ALM, SharePoint and Telephone systems.	Internal systems proficiency	Able to demonstrate proficiency and usage of CRM

**Projects or other duties**

**Objective** – To carry out other duties which may reasonably be required by the Reporting Manager from time to time in the course of Medtech's business and which fit the role's purpose as stated and for which the position holder is qualified or has received adequate training or instruction.

## Health and safety

**Objective:** To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
Observe all Medtech Group's health and safety policies and procedures	Familiar with Medtech Group's health and safety policies and procedures	100% compliance to the health and safety policies and procedures
Ensure Support Consultants are fully briefed on Occupational Health and Safety Legislation and Regulations as per Company Policy and Procedures manual.	Support Consultants are informed and routinely updated on OSH safety requirements as per Company policy	Health and safety records are up to date
Take full responsibility for one's own health and safety  Ensure no action or inaction on one's own part harms others in the workplace  Report hazards or accidents using the appropriate health and safety registers	Act responsibly and follow Medtech Group's health and safety policies and procedures  Understand hazard identification and accident reporting protocols	Accidents and hazards are recorded in the relevant registers (follow up where necessary)

## Person Specification

Part of what makes us successful, are the highly motivated people who work here. An inspiration to your colleagues, you are a motivated training professional with a proven record of success in delivering quality solutions for both internal and external customers. With a committed motivation to getting things done, you always place our customers at the centre of everything you do.

## Technical or Professional Knowledge and Experience

- A minimum of 7 years work experience in a software product company
- A minimum of 3-5 years' work experience in an Operations or Service Delivery role.
- Experience working in a SaaS company strongly preferred
- Experience working within a health industry is desirable
- A very good understanding and experience with Agile and DevOps principles
- You will understand various software development methodologies and service delivery methodologies.
- A strong customer focus and commitment to service excellence
- Demonstrable knowledge of the principles and methods for on-boarding, delivery of training and delivery, as well as training delivery for individuals and groups.
- Knowledge of human behaviour and performance; individual differences in ability, personality, and interests; and learning and motivation would be beneficial.

## Skills and Abilities

*These are the abilities, attributes and personal characteristics that the staff member will need to consistently display in order to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAs describe what is to be done.*

- **Oral Comprehension** — the ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — the ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — the ability to speak clearly so others can understand you.
- **Written Expression** — the ability to communicate information and ideas in writing so others will understand.
- **Instructing** — teaching others how to do something.
- **Learning Strategies** — selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Coordination** — adjusting actions in relation to others' actions.
- **Originality** — the ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Service Orientation** — actively looking for ways to help people.