

Client Success Consultant

An exciting position for a Client Success Consultant at Levart a company who provides online solutions for the accommodation industry. You would work collaboratively with the Client Success Manager. The Client Success Consultant position will require you to be motivated to help find solutions for Levart's clients. This opportunity will best suit an individual who possess an interest in technology and knowledge of the accommodation industry.

This role will primarily consist of:

- Answering the phone and handling client questions and resolving any queries a client may have.
- Answering emails relating to support and resolving those issues in a customer friendly way.
- Serve as a software subject matter expert to assist our clients
- Conduct remote troubleshooting and training sessions with clients
- Be able to demonstrate great problem-solving skills
- Creation and management of Third-Party Channel Control Profiles.
- Populating Property websites and assisting with the set up required for new clients.
- Promoting Levart as the opportunity arises both on the phone and via email.
- Perform group tasks as part of the Support Team
- Undertaking training courses as appropriate.
- Once a high level of product knowledge is obtained, delivering client training on the system and on new tools and features as they are developed.
- Providing recommendations for improvement on the system and new feature specification.
- Assist clients to improve results from the internet booking facilities provided by Levart.
- Testing new developments and working with the Development Team
- Strong communication skills both written and verbal.
- Other duties as required.
- Training will be provided – it is anticipated that the person will need 4 to 6 months of training before they will be fully accomplished.

The qualifications and skills required to undertake the position are:

- Excellent communication skills - both verbal and written
- Enthusiasm and the ability to work well as part of a team.
- Excellent attention to detail and accuracy in all work
- Enthusiastic about maintaining high standards
- Excellent problem-solving skills
- Ability to work to deadlines and prioritise tasks
- Computer literate
- A Tertiary Qualification in Hospitality, Tourism, Marketing or Communications would be advantageous but not essential.

About Levart

Levart is the leader in providing websites and booking engines as well as channel management tools for the hospitality industry. We develop online software and provide online marketing services with the aim to give our clients a complete online solution. Our clients include some of Australia's leading hospitality groups including Hilton Hotels, UniLodge Australia, Central Apartment Group, Metro Hotels and many independent hotels and apartments.

Applications

If you would like to apply for the Client Success Consultant position, please send your resume and cover letter to Ian Simmonds via email. Ian's details are listed below;

Ian Simmonds

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