



Business Manager Client Services

MSS Security is Australia's largest security company with over 5,000 professionals across Australia; and a national infrastructure including offices in the capital cities of all states and territories.

MSS Security has an opportunity for Business Manager Client Services to join our team in Ashfield, NSW, reporting to the General Manager.

This position is responsible for the provision and delivery of security services to customers within a portfolio of clients. The aim is to provide customer service of the highest quality which will satisfy all existing and future customers' requirements. This needs to be achieved whilst growing revenue and managing operational effectiveness. Overall these objectives will be achieved whilst providing thorough leadership in managing staff and building a high performing team.

As the Business Manager Client Services your primary areas of responsibility include, but are not limited to:

- Customer Retention
- Recruit and Retain the Right People
- Client Profitability
- Financial Management and Strategic Direction
- Winning New Business

To be considered for the role you will require the following professional competencies:

- Prior industry experience
- Extensive experience managing large numbers of people
- Business development experience
- Previous experience dealing with Industrial Relations and Industry Awards and or Agreements
- Proven experience dealing with client contracts and or tender submissions

You will also need to possess the following personal attributes:

- Well developed people skills
- Ability to build rapport with a diverse range of people
- Self starter
- Enthusiastic
- Strong customer service focus
- Business minded and results driven
- Able to balance competing priorities
- Driven by expected deliverables

If you believe you have the skills, experience and qualifications to successfully perform in the role and have an interest in working in the security industry we would like to hear from you.

Please follow the Apply Now link and submit your resume and covering letter (please upload as a single document) by **Monday, 30 April 2012**.