



Microsoft Dynamics Consultant

Who We Are

Cuscal is the largest independent provider of payment solutions for the Australian financial services sector. Cuscal and its predecessors have been operating in Australia since the 1960s.

We partner with mutuals, banks (large and small), fintechs and corporates, who provide payment services to their clients, and we enable them to implement the best payments systems for their needs.

Cuscal's vision is enabling the future. We are committed to working behind the scenes for the success of our clients, through relevant and innovative digital and payment solutions.

At the heart of our business model is partnership and trust. We demonstrate this through our products, our services, and our relationships with our clients.

The Opportunity

As part of Cuscal's mission to 'Enable the Future' for our clients, the Client Experience team strives towards the continuous improvement and innovation of our services. As the Dynamics CRM Consultant, you will deliver and support our clients' needs by optimising solutions within our CRM eco-system. In this role, your duties will include:

- ❑ Gathering and understanding business requirements by stakeholders for effective CRM system design
- ❑ Continuously improving and enhancing CRM functionality based on business and client needs
- ❑ Maintaining and developing relationships between the business and vendors, acting as the bridge on upgrades and changes
- ❑ Providing support to the business through administrative CRM duties such as setting up users, maintaining user guides, and responding to queries accordingly
- ❑ Representing the Client Experience team on CRM related matters

Who You Are

You will be an experienced user of Microsoft Dynamics 365 comfortable navigating your way around the systems and confident in your ability to answer user queries. You are also experienced with navigating through environments during times of change, acting as the bridge between technical and non-technical stakeholders. Additionally, you will have:

- ❑ Ideally 3 years' experience in a similar role however we are open to less for the right candidate
- ❑ Excellent customer service skills
- ❑ Strong written and verbal communication skills





- ❑ Demonstrable experience maintaining and developing internal and external stakeholder relationships
- ❑ Strong business acumen
- ❑ Excellent negotiation and influencing skills
- ❑ The ability to prioritise and work through high pressured environments
- ❑ Demonstrable ability to analyse and interpret complex data sets
- ❑ Dynamics 365 qualifications (highly desirable)

Why Cuscal?

We are in the rapidly evolving world of payments, and at Cuscal we like to ensure that our employees are supported and motivated to succeed. Here are some of the benefits our employees enjoy:

- ❑ Financial Fair Go and Employee support programs that offer personal and financial advice
- ❑ 'Cuscal Advantage', discounted services to use in your day-to-day
- ❑ A culturally rich and diverse demographic in the workplace

To apply for this role please email your CV to careers@cuscal.com.au with the role you are applying for as the subject line. Due to the high volume of applications that we receive, we will only reach out to shortlisted candidates.

If you have any questions, please contact Meenal Sharma (msharma2@cuscal.com.au). We look forward to receiving your application.

Note: Due to COVID-19, all roles at Cuscal will be carried out from home unless specified or until further notice.

Agencies: we will be in touch with our preferred panel if we require assistance in recruitment. We ask that you do not send unsolicited CVs or contact hiring managers directly.

