

HOSPITALITY SYSTEMS CONSULTANT: MICROS DIVISION

Position Title: Project Co Ordinator 1 (Project Manager Junior in Micros)
Position Reports to: Operations Manager Micros
Direct Reports: None
Office Location: Adapt IT JHB Campus

PURPOSE OF THE POSITION

Responsible for invoicing and correct administration of projects
Ensure all project phases are monitored and planned correctly
Clients are engaged constantly and consistently
Risks are managed
Project manage small to medium projects
To uphold adapt it micros values and procedures.
To maintain customer success in all project management.

PRIMARY RESPONSIBILITIES FOR THE ROLE

Administration

- Create jobs on Service Manager and produce delivery notes
- Process credit notes and price adjustments after authorization from directors
- Check and control all credit notes and keep them in sequenced numbers
- Make sure all credit notes are signed and re-raised if need be
- If the customer AR number does not exist, follow up with the Account Manager to create and promote from CRM
- Notify Account Manager of incomplete or wrong AR customer information
- Provide sales / customers with copies of invoices upon invoicing (only on request)
- Invoice courier charges – get UTI info and courier control sheet for backup
- File in sequential order and upload to Digital Cabinet
- Solve queries regarding invoicing
- Weekly – update / correct the job codes and Account Managers on VM jobs
- Prepare pro forma invoices on request
- Update the open job status report
- Liaises with the account department to assist with the accurate invoicing of software, labor, travel and other charges.
- Arrange weekly project meetings with the sales department to discuss upcoming installations/projects.
- Assist the sales department with the planning and scheduling of resources for the project.
- Maintain client folders.
- Maintain all client license & support agreements and ensure that signed copies are filed.
- To account for all dockets and documentation issued by Micros.
- File all Sign off, DN and project documentation on Digital Cabinet
- Ensure that Project completed signoff documentation is returned by Installations team.

- Ensure that Technicians hand back completed Timesheets for each site.
- Follow-up with Technicians on all outstanding documents, databases, Server swop Forms, DN and Timesheets
- Reconcile installers' time sheets with the original order and invoice.
- Make a new suspension file for each Customer
- Make accommodation bookings as and when requested by PMs and send the invoice to Accounts for EFT payment
- Ability to create a project plan, highlighting timings and risks associated

Pre-Installation

- Ensure correct scoping and quoting
- Request scheduling on projects
- Ensure that standard MICROS order form and signed quote are received from sales department.
- When required, meet with client, and conduct pre-installation inspection.
- Ensure that installation procedures are explained, discussed, and agreed upon with Client.
- Confirm dates, resources, travel arrangements and other important installation details with client.
- All country specific requirements to be confirmed with the client (taxes, legal requirements, etc.
- Obtain stationery, forms (e.g. letterheads, confirmation letters, registration cards, folios, etc.) from client.
- Liaise with client regarding completion of the pre-installation documentation.
- Arrange for the completed pre-installation documentation to be returned to Micros before the install, preferably 2 weeks prior to installation.
- Co-ordinate third-party software/hardware suppliers to ensure successful installation/interface/integration with MICROS.
- Inform the client and install team of any updates/changes both before commencement of the project.
- Create training schedules and confirm these with the installers and, subsequently, the client.
- Follow up on hardware, software and environment requirements.
- Inform installers of all commitments made to the client by the sales department.
- E-Mail all relevant Project Brief to the installer before the commencement of the project (client information, client stationery, client profile, license codes, S&T agreement, license agreement, sign-off documentation, etc.).
- Prepare all travel arrangements (airport transfers, flights, visas, foreign currency, etc.) for the installation team.
- Liaise with sales department regarding special requests/arrangements and payment proposals.
- Ensure all Condition of Sale, Debit Order and SEL Agreements are received prior to the installation date.
- Communicate with the Network Cabling company regards installation dates and ensure completed on time.

During Installation

- Follow up on the project progress/status with the client and the install team during the project and deal with any issues that may arise.

- Follow up with client and install team on the day after 'live day'.
- Provide feedback to sales department and Operations team as to the progress of the project.

Post-Installation

- Ensure the client and the install team have signed off the project.
- Ensure that any outstanding issues are handed over to the Technical Manager for follow up.
- Copies of clients' databases are available on the in-house network.
- Ensure client is aware of contact numbers and support procedures.
- Provide feedback to the sales department regarding the project.

MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Matric / Grade 12 / Equivalent
- MS Word and Excel understanding
- Work Experience in Invoicing/Project administration (Advantageous)
- Qualification in Fundamentals of Project Management essential
- PMBOK qualification highly advantageous
- Prince 2 qualification highly advantageous
- Minimum 3 – 5 years' experience in a Project Management role

DESIRED SKILLS AND QUALITIES

Personal Attributes and Qualities

- Excellent communication skills, both oral and written.
- Planning & Administration Skills.
- Meticulous, with high attention to detail.
- Great inter-personal skills.
- Team player.
- Demonstrate ability to take initiative and carry out assigned tasks to completion.
- Time Management and demonstrate good organisational skills.
- Committed, motivated and able to achieve tasks in line with deadlines.
- Able to prioritise important tasks and adhere to deadlines.
- Organized
- Ability to multitask
- Customer focused
- Quick thinker
- Excellent planning skills
- Excellent communication skills
- Attention to detail

Micros SA

Project Co Ordinator 1 (Project Manager Junior in Micros)– JOB
SPECIFICATION



In accordance with Adapt IT's Employment Equity plans and goals, preference will be given to suitable applicants from the designated groups as defined by the Employment Equity Act of 55 of 1998 and subsequent amendments thereto.

Contact Person [Nthabi Peloeahae](#)

[Apply Here:](#)

Vacancy Status: [Open](#)

