

# Contract Manager

Wilson Transformer Company is an Australian owned engineering, manufacturing and service company, specialising in the production of power and distribution transformers. Wilson Transformer takes pride in its enviable international reputation for quality, reliability, and service.

The WTC Contract Manager is responsible for managing the lifespan of complex customer service contracts from engagement to end of warranty, ensuring a high degree of customer satisfaction. Focusing on collaboration with the customer and internal stakeholders for the day to day project management, customer management, reporting, delivery co-ordination and warranty satisfaction, fostering information flow and client service to enhance our clients experience. This team collaborates with Sales & BD on market intelligence and strategy, client relationship management and technical support.

Key accountabilities include:

- Establishing and maintaining productive relationships with existing and new clients.
- Project and commercial control of the contract during the design and manufacture, delivery, installation and completion phases of customer projects.
- Drafting all required correspondence (including the preparation, management and close-out of claims).
- Provide commercial support to the Sales, Engineering and Manufacturing teams.
- Weekly stakeholder liaison ensuring contractual obligations are being expedited, scheduling reflects actual performance on the project and project deliverables are met as per contract and customer expectations.
- Provide project performance reports including Finance, Progress, Productivity, HSE as required by the Contract.

The successful candidate will have:

- Relevant tertiary qualifications, ideally engineering coupled with business and project management
- Extensive experience managing high dollar value commercial contracts and clients
- 2+ years transformer industry experience (desirable)
- A complete understanding of contract administration principles.
- Solid relationship building and negotiation abilities, whilst providing a quality customer experience and
- The ability to effectively communicate and collaborate with key stakeholders to achieve outcomes.
- The ability to read and interpret technical specifications.
- Proficient computer skills with MS Office and an ERP
- Demonstrated ability to deliver and report on project key milestones and overall objectives.

If you wish to be considered for this role please contact Cindy Prasad [cindy.prasad@wtc.com.au](mailto:cindy.prasad@wtc.com.au).



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