CLIENT ONBOARDING SPECIALIST

The role :

The Client Onboarding Specialist will set up customers for immediate success by facilitating the implementation process for new accounts. As a Client Onboarding Specialist, you will educate new customers, help solve technical problems, and ensure smooth adoption of our products and services. At Despatch Cloud, delivering an amazing Client experience is very important and this is the first step in the process.

The ideal candidate will have high energy, experience with web-based technologies, is passionate about helping clients, and excels in communication via phone and email, with a high level of English. Successful candidates will have the ability to quickly learn new technologies and communicate those concepts to customers with varying degrees of technical expertise. A collaborative approach is key as this role is expected to contribute ideas and initiate tactical improvements to the overall onboarding process.

Responsible :

- Become a Despatch Cloud product expert
- Provide detailed account walkthroughs and assist many new customers with implementation
- Clearly communicate account setup requirements and expectations with clients
- Educate clients on Despatch Cloud's capabilities, and best practices to simplify adoption and align expectations
- Record Client implementation needs, requests, and questions on our CRM system and communicate internally where required

- Ensure customers receive superior service
- Collaborate with the sales, finance, operations, and engineering teams
- Leverage feedback for continuous improvement to the onboarding process
- Develop a deep understanding of the client's business and operational objectives
- Listen carefully to information provided by customers and ask clarifying questions to ensure proper use of the Despatch Cloud's systems
- Establish strong relationships with new Clients stakeholders and deepen relationships with existing Clientstakeholders

Position Requirements :

- Experience with customer support and onboarding in software area
- Excellent communication skills including professional levels of English
- Evidence of consistently excelling at what you do
- Strong problem-solving and analytical skills
- Extreme attention to detail
- Ability to work independently and manage multiple priorities
- Must be highly motivated and have a positive attitude