Onboarding Manager

Location:	Cape Town, Sanddrift
Remote work:	Some remote work allowed
Company:	Social Places

Job description

About the Role:

We are looking for a highly organized and motivated Onboarding Manager to join our expanding team. In this pivotal role, you will be instrumental in guaranteeing that our new clients undergo a seamless and triumphant transition into utilizing and embracing our software and platform. Serving as the primary liaison for clients throughout the onboarding journey, you will expertly navigate each step, providing guidance, and ensuring their readiness for success.

Based in Cape Town, Century City – Hybrid Role

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Responsibilities:

Account Management

- Collaborate with the sales team to understand client needs and expectations in the final stages of the sales cycle.
- Oversee and manage customer onboarding process organization-wide.
- Provide ongoing support and guidance to clients during onboarding.
- Find and implement solutions to optimize the onboarding process.
- Manage all client communication related to onboarding, including meetings, presentations, and demos.
- Collaborate with the team to identify and remove roadblocks hindering customer goals.
- Understand customer context, oversee goals, and provide product information to serve those goals effectively.
- Utilize data-driven insights for continual improvement of the onboarding process.
- Successfully transition client relationships to Account Managers upon completion of onboarding.

Platform configuration, adoption, and setup

- Educate customers on product setup and best practices for achieving desired outcomes.
- Deliver tailored training sessions to equip clients with knowledge and skills for effective platform utilization.

Project Management

- Develop and support project plans outlining onboarding milestones, tasks, and timelines.
- Coordinate with cross-functional teams to ensure alignment and prompt completion of onboarding tasks.
- Monitor project progress, identify potential risks or bottlenecks, and implement strategies to mitigate them to ensure successful onboarding experiences for clients.

Non Negotiable Qualifications:

1. Client Onboarding experience.
2. Minimum 2-4 years experience within a SaaS company.
3. Minimum 2-4 years digital agency or marketing industry.
4. Previous management experience.

Advantageous:

1. Proficient in project management methodologies and tools.
2. Bachelor's degree in a related field (e.g., marketing, project management).
3. Minimum 2 years experience in Client Onboarding, ideally in SaaS or digital agency sectors.
4. Excellent communication skills, fostering strong client relationships.
5. Highly organized with a keen attention to detail and adherence to deadlines.
6. Data-driven mindset, prioritizing continuous improvement.
7. Proficiency in Microsoft Office Suite and relevant software such as Monday.com and Custify.
8. Strong IT skills, quick to learn new software tools.

Behavioral Competencies:

- Effective communication and negotiation skills.
- Friendly, approachable, and influential.
- Strong admin and organizational skills.
- Analytical and data-driven.
- Confident initiative-taker.

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