

Client Onboarding Lead

The Role

Hours: 37.5 hours per week (Monday to Friday, 8.30am – 5pm)

Location: C4DI, Hull City Centre, or remote

You will be based at our office in C4DI with world class facilities and there are plenty of events to learn and grow through the community. Surrounded by a talented community of digital start-ups within C4DI, we are an exciting new business, and your job will be to help us grow (and have fun along the way). The correct candidate will have the opportunity to work remotely or in a hybrid set up.

The role is to help the business to continue to grow by assisting with the customer onboarding process. This is a people-centric role, you will work closely with all members of the internal team, as well as senior leaders, teachers and IT leads.

You must be empathetic and positive in your approach to everything. You will guide customers through our onboarding process, from introduction to handover.

We are looking for someone with great communication and technical skills. This is a customer facing role and you will be required to contact customers and colleagues via phone, Teams video call and email. You will strive for perfection and a project will only be finished when our customers are happy with the end-product. Office 365 is constantly evolving, and you will need to be a quick learner with a passion for technology.

The environment is friendly and relaxed, but we are busy, and quality is important. Skills we need are an ability to work on your own initiative, an aptitude in problem solving, and a confidence to get things done.

Responsibilities

The client onboarding lead would also be responsible for guiding the customer through the onboarding process, completing parts of the build, and handing over the solution.

Client onboarding leads should ensure that projects are delivered on time or at least kept moving when internal or external issues occur. The customer satisfaction must be the consultant's most important objective.

Client onboarding leads will also be expected to follow-up with customers by conducting user adoption reports. They will be required to continue to contribute to the support desk and any other responsibilities they have been given.

Responsibilities include:

- Ensure that projects are delivered on time or at least kept moving when internal or external issues occur.
- Ensure customer satisfaction is always high on your priority list.
- Answering any initial questions from the customer relating to technical pre-requisites (e.g. accounts required for our solution).
- Chasing any outstanding information or pre-requisites in line with agreed deadlines.
- Organising and conduct the project meetings with the customer
- Calling customers when they cannot be contacted through MS Teams.
- Reporting the status of the builds to the Customer Success Manager on a weekly basis.
- Quality assurance check of new builds.
- Communicating changes to the build or spec to the relevant engineers.
- Arranging and lead the setup consultancy and handover meetings.
- Advising and engage with the customer in the planning team.
- Reporting any issues or worries to the Operations manager.
- And any other tasks relevant to the role.

Ideal candidate

- Experience in either Education or Technical products would be a distinct advantage
- Several years' experience in project work delivering customer solutions.
- Good written and verbal communication skills
- Friendly
- Helpful
- Empathetic

Benefits

Depending on your experience and skill set, the salary will be between £22000 and £26000 (full-time) with benefits of 25 days plus bank holidays annual leave. As a growing business, we expect this role and team to grow with the company. We pride ourselves on developing people and there will be the chance to develop yourself through training courses and attending events. Our party planning committee organise regular social events both inside and outside of the office, bringing a sense of team spirit to a hybrid workforce.

How to apply

You **must** have the right to live and work in the UK to apply for this role.

Please click on the **APPLY** button to send your CV and Cover Letter for this role.

If you are interested simply send a covering letter and CV to careers@clouddesignbox.co.uk and if you would like further details then give us a call on (01482) 688891 or look at our website www.clouddesignbox.co.uk, where you can find out more about us.