

## Customer Enablement Specialist



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Aug 18, 2024  
Published : Jul 18, 2024  
Employment Status : Hybrid  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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AlayaCare is revolutionizing the way home and community health care is delivered. Our leading cloud-based software allows our customers around the world to manage their employees, scheduling, billing, and enable better delivery of care. We're a fast-growing SaaS company with a team of 500+ team members across Canada, US, Australia, and Brazil. We aim to be the world leader in home health care software solutions. We pride ourselves on our open and transparent culture, our bias for action, and being committed to a workplace where we can be ourselves.

### About the role:

Reporting to the Associate Director, Customer Enablement, the Customer Enablement Specialist has a critical customer-facing role to facilitate best in class Customer Enablement onboarding experience.

You will work on multiple projects simultaneously, managing all aspects of the onboarding. This role is tasked with delivering quality prescriptive onboarding experience to the SMB customers, as well as managing their customer experience along the way. You are considered a Subject Matter Expert in the AlayaCare platform specializing in ensuring your projects are delivered in a way that ensures adoption. Primarily, you are our best trainer.

### Location, travel, and in-office requirements:

AlayaCare supports a flexible hybrid working model, expecting that our employees have a regular in-office presence at (minimum of 2 days per week) at our downtown Toronto office location.

Some travel will be required for conferences, customer onsite meetings, and events within North America (up to 10% of the time).

### What you'll be responsible for:

- Effectively facilitate the onboarding of SMB customers through the AlayaCare onboarding delivery model
- Provide input to and execute project plans, working with customers to elicit and understand their processes and goals
- Develop and update training resources with input from the Senior Customer Enablement Consultant
- Facilitate customer set up in AlayaCare University and monitor customer completion of courses, resolving any questions
- Responsible for the quality system configurations and training for customers
- Help ensure data migrations occur seamlessly and help resolve validation errors
- Support customer issues during the onboarding, including providing them with resources
- Provide input on needed webinars and training content
- Ensure data is accurately input into Mavenlink, HubSpot, or where required
- Establish and maintain relationships with appropriate customer stakeholders, providing day-to-day contact on onboarding delivery status and changes
- Maintain up-to-date knowledge of, and compliance with, internal processes and procedures

### What you bring to the team:

- Completion of post-secondary education (ideally at the Bachelor's Degree level)
- 3+ years of experience in a customer-facing role
- 1+ years of experience in software implementation/onboarding/training, ideally within the B2B SaaS space; those with experience as an internal trainer/SME may be considered
- Comfortability in delivering trainings and presentations both virtually and in-person to customer groups with varying levels of technical acumen
- Strong training skills and familiar with adult learning styles
- Strong organizational and time-management skills with an attention to detail
- Technical acumen and comfortability in learning and adopting new software; experience using project tools like Mavenlink, Confluence, HubSpot, Jira, Zendesk (or similar programs)
- Experience with MS Office Suite (SharePoint, PowerPoint, Outlook), and virtual conferencing/chat platforms (Zoom, Teams, Slack, etc.) is required
- Exposure to the healthcare space would be a definite asset (ideally from a B2B healthcare customer level)
- Bilingualism in French and English would be an asset, though not required
- Willingness to participate in some customer-related travel within Canada and the USA

### What Makes AlayaCare a Great Place to Work:

- Our products have a positive impact on the lives of countless care workers and care recipients
- Our company has been recognized by the Globe and Mail as one of Canada's Top Growing Companies and as a recipient of Deloitte's Technology Fast 50TM program award for our rapid revenue growth, entrepreneurial spirit and bold innovation
- Flexible hybrid working model with beautiful and creative office spaces to enjoy within prime locations
- Virtual and onsite social events for employees centered around collaboration, learning, and fun, including DEIBA committee events, volunteer events, fireside chats, catered team lunches, celebrations, and team building activities
- Equity in a well-funded, high-growth company
- Comprehensive group benefits program, including telemedicine
- Employee expense program for health, wellness, lifestyle, productivity expenses and more!
- Parental leave top-up plan
- Flexible vacation policy
- Wellness Friday program offering employees extra time off to unwind
- Paid Volunteer Time off program
- Career growth and development opportunities
- Learning and development opportunities including access to various trainings through our Learning Management System and our education and development program
- An entrepreneurial culture of transparency, collaboration, and innovation
- Access to our employee perk program for discounts at various participating vendors

**If this sounds like the perfect job for you, apply today. As well as joining a great culture and a market-leading company, you will be part of a team making a positive difference in the post-acute care market. If this isn't the job for you, you may know someone who is a perfect fit. Please feel free to share this opportunity.**

**If you want to explore AlayaCare further, please visit our website [www.alayacare.com](http://www.alayacare.com).**

### Better outcomes, better belonging

*Our team members are unique—like our products and the customer groups that we service. AlayaCare employees bring different strengths, perspectives, and experiences to their roles and to our products that enable better care. We are committed to offering a people-centric culture where all employees belong and feel heard.*

*Having a pulse on our employee feedback is important to us as we aim to continuously evolve Diversity, Equity, Inclusion, Belonging, and Accessibility within AlayaCare's policies, total rewards offerings, discussions, learning & development programs, and community partnerships. All qualified applicants will receive equal consideration.*

*If you require accommodation as part of the recruitment and selection process, please reach out to [talentacquisitionteam@alayacare.com](mailto:talentacquisitionteam@alayacare.com). Please note, we do not accept unsolicited headhunter or agency resumes.*

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**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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