

Manager, Customer Onboarding



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 24, 2024
Published : Jun 24, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Does your definition of success mean empowering others?

Then you should consider joining Jobber! We're looking for a **Manager, Customer Onboarding** to join our Success Team.

Jobber exists to help people in small businesses be successful. As featured in the [Globe and Mail](#), we work with home and field service companies to help them better quote, schedule, invoice and collect payments from their customers. Having been named the [#2 fastest growing software company](#) in Canada and one of Fast Company's [Most Innovative Companies in 2020](#), it's clear we've come a long way from our first customer in 2011 – but we've just scratched the surface of what we want to accomplish [for our customers](#).

The team:

Our Success team collaborates with other departments and stakeholders to bring our company values to life for our customers. By embodying our values of being humble, supportive, and truly giving a sh*t, the Success team ensures that all our customers can be successful in Jobber.

Our Success team works with our customers within their first 90 days of using Jobber to train and get them onboarded. This team thrives on meaningful and impactful communication with one another and with our customers, and plays a significant role in the lives of entrepreneurs and business owners that utilize Jobber.

The role:

Reporting to the Senior Manager, Customer Set Up, the **Manager, Customer Onboarding**, will work to empower a rapidly growing team of supportive Product Coaches and directly impact the development of our customer onboarding processes from the time of conversion to day 90 of the customer journey, as we continue to grow. We're looking for someone who understands the importance of being a strong voice for our customers, improving our customer experience and establishing coaching techniques in a high volume customer onboarding environment. You will lead by example, by becoming an expert in our product and creating an environment that thrives on feedback and continuous improvement.

The **Manager, Customer Onboarding** will:

- **Manage an initial team of 6+ Product Coaches & Specialists and optimize results through effective performance management planning.** This includes (but not limited to) 1:1's, "real-time" coaching, call listening, documented career plans and any other creative programs you think will be impactful. In order to be successful, our employees need to clearly understand how to get there.
- **Collaborate with other leaders and departments at Jobber** (Sales, Product, Marketing) to ensure that the team can provide informed and proactive support in accordance with all campaigns, product launches and customer initiatives.
- **Drive and encourage feedback loops** to help amplify a customer support environment focused on the needs of the customer and rooted in empathy.
- **Be incredibly reliable for our customers** by utilizing strong communication skills to communicate with multiple stakeholders when things might not be going how they expected.
- **To be agile and adaptable in a very fast-paced environment.** We're growing fast and things are changing every day - what worked yesterday might not anymore. You need to be invigorated by this type of environment, and be excited by a new challenge.
- **Strive for execution excellence** through the optimization of Salesforce and other platforms/tools.
- **Analyze, communicate, re-communicate (and maybe even obsess a bit)** over success metrics, KPI's and forecasting to coach, scale, and provide quality service from every team member.
- **Recruit, onboard and optimize success training** to reduce ramp-up time for new hires.
- **Become an ambassador of our culture** by being humble, supportive - and someone who truly gives a shit!

To be successful, you'll need:

- **Demonstrated experience in Customer Success Management or team-lead experience.** You'll be managing a high-performing team of Product Coaches, so we need someone who has been there and done that.
- **To collaborate.** You build partnerships and work collaboratively with others to meet shared objectives
- **To demonstrate self-awareness.** You use a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
- **To be a nimble learner.** You actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder
- **To manage ambiguity.** You operate effectively, even when things are not certain or the way forward is not clear
- **To be a strong communicator.** Whether you have an idea to make something better, providing feedback to your colleagues and team, or stepping up to address difficult issues, you have the confidence in your communication skills to make your voice heard.
- **To cultivate innovation.** You create new and better ways for the Jobber to be successful
- **To Drive engagement.** You create a climate where people are motivated to do their best to help the Jobber help small businesses be successful
- **To embrace diverse thoughts and feedback.** You recognize the value that different perspectives and cultures bring to an organization.
- **To make high quality decisions.** You make good and timely decisions that keep Jobber moving forward.
- **To have a strong and confident communication style.** You develop and deliver multi-mode communications that convey a clear understanding of the unique needs of different audiences
- **To optimize work processes.** Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
- **To have an incredible passion** for our customer and a connection to our purpose -
 - to help small businesses be more successful.

What you can expect from Jobber:

- Having been named as a [Top 10 Great Place to Work in Canada](#), we walk the talk. Here are just some of the great things you can expect from us:
- A total compensation package that includes an extended health benefits package with fully paid premiums for both body and mind, RRSP matching, and stock options.
- A dedicated Coaching and Development function, including Development Coaches, to help build the career you want and hit the goals you set, while ensuring you're reaching your fullest potential.
- Support for **all** your breaks: from vacation to rest and recharge, your birthday off to celebrate, health days to support your physical and mental health, and parental leave top-ups to support your growing family.
- A unique opportunity to build, grow, and leave your impact on a \$400-billion industry that has no dominant player...yet.
- To work with a group of people who are humble, supportive, and give a sh*t about our customers.

We believe that diverse teams perform better and that fostering an inclusive work environment is a key part of growing a successful team. We welcome people of diverse backgrounds, experiences, and perspectives. We are an equal opportunity employer, and we are committed to working with applicants requesting accommodation at any stage of the hiring process.

A bit more about us:

Job by job, we're transforming the way service is delivered. Your lawn care provider, home cleaning service, plumber or painter could use Jobber to better connect with their customers, save time in the office, invoice faster, and get paid! We're bringing tens of thousands of people together with technology to deliver billions of dollars a year in services to happy customers. Jobber exists to help make these small businesses successful, and when they're successful we all win!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
