

Customer Onboarding Specialist

Job description

Mailship.com is a rapidly growing logistics company, specializing in providing seamless end-to-end shipping solutions for our clients. We are currently seeking an experienced Onboarding Specialist to join our team and play a crucial role in helping our customers successfully integrate and utilize our Mailship platform. This role is essential in ensuring a smooth onboarding process and providing exceptional customer service.

Key Responsibilities:

- Manage the contract execution process for clients brought onboard by our sales team
- Coordinate and execute comprehensive training sessions for customers on the Mailship system
- Oversee the initial shipments of goods into our warehouse, ensuring a seamless integration into our system
- Act as the bridge between our IT team and the client's IT team, ensuring successful integration of our system with the client's existing infrastructure
- Serve as the primary liaison between customers and our warehouse/operations team, ensuring clear communication and addressing any issues that may arise

Requirements:

- Minimum of 3 years of experience in customer onboarding, project management, or a similar role
- Strong communication and interpersonal skills, with the ability to build rapport with clients and internal teams
- Experience in coordinating and executing training programs
- Knowledge of IT systems and integration processes
- Highly organized, with the ability to manage multiple tasks and prioritize effectively
- Strong problem-solving skills, with a focus on providing exceptional customer service
- Experience with e-commerce platforms such as Shopify, PrestaShop, or similar platforms

What We Offer:

- Competitive salary and benefits package
- Opportunities for professional growth and development
- Supportive and collaborative work environment
- Opportunity to make a significant impact on our customers' success

If you are a driven and customer-focused individual who is passionate about helping businesses succeed, we would love to hear from you. Please submit your resume and a brief cover letter detailing your relevant experience and why you are the perfect fit for this role.