

JOB DESCRIPTION

JOB TITLE: Client Onboarding Specialist
COMPANY: Groupcall Limited

LOCATION: South Woodford Office

Reporting to: Support Manager: Major Atwal (matwal@groupcall.com)
Telephone: 020 8506 6100
Fax: 020 8506 6199
Company Address: Commerce House
1 Raven Road
South Woodford
London
E18 1HB

JOB PURPOSE: An internal technical role the client onboarding specialist, will implement our applications with first-time customers and help facilitate the introduction of new functionalities for existing customers. The successful candidate must be self-motivated, disciplined, an excellent communicator, and possess superior skills in Windows

KEY RESPONSIBILITIES:

- Understanding the customers' requirements and delivering our software solutions to facilitate this
- Follow the standard process and best practices to bring clients onboard and online in the stipulated timeframe
- Manage the provisioning process, including the creation of groups/users, and any other areas that require modification / installation
- Deliver end user training to clients, which may include technical personnel, senior executives and administrative staff
- Maintain a high level of process quality and consistency as well as an excellent relationship with the customer

KEY REQUIREMENTS (Skills & Experience) **Requirements**

- Track record of managing multiple projects under tight deadlines
- Strong interpersonal skills, conducive to team development
- Works independently, has good judgment and consistent follow-through
- Understanding of the desktop/laptop environment with the ability to troubleshoot basic network connectivity issues.
- Familiarity with Mobile device app installations
- Comfortable in their interaction with board members and executives
- Ability to work effectively with demanding customers
- Ability to communicate technical concepts in simple of terms
- Strong written and verbal communication skills
- BA or BS degree (IT Graduate)
- Training will be provided for the right candidate

