

Customer Onboarding Specialist

Location: Hybrid

Hours of work: 37.5 hours per week

Reports to: Head of Customer Delivery

A bit about us

We started up over 30 years ago, with the aim to make the lives of Manufacturers and Distributors easier and our aim has remained steadfast ever since. We like to think we have come this far because our customers know we want to help them - in the best way possible.

Microsoft Dynamics 365 is our tool of choice to help our customers achieve their business goals and we help our customers succeed because we believe in leading with business objectives, not technology. We take the time to develop an understanding of each customer's business while encouraging and educating them about best-practice processes.

We are a Great Place to Work® Excellence in Winner (over numerous years) and by having the right team in place (with the relevant skills and experience) as well as enjoying what they do and where they work, means we can deliver the projects that make a real difference to our customers.

Our obsession has always been to use technology to make our clients' businesses more efficient, and our people are critical to us in achieving this goal. With our people as our most valuable asset, our involvement in Great Place to Work® means we can continuously benchmark and improve our peoples' experiences to build and sustain great customer experiences.

Overall Responsibilities

As a Customer Onboarding Specialist, you will set up new customers for immediate success by facilitating the onboarding process for those transferring from another partner including visiting customer sites to complete the onboarding process. You will educate new customers; help solve existing system issues and ensure smooth adoption of Tecman's products and services.

Main Areas of Responsibility

- Assist with development of a standard onboarding process and ensure this is understood and deployed across the various departments involved as well as the delivery and continuous improvement to these processes
- Develop an understanding of transferring customer's business processes and operational objectives.
- Reviews of customer's existing solutions to document current use of their Business Central and/or D365 CRM and any existing issues – including existing processes, system problems and training requirements etc

- Manage the customer's experience up until handover to the Customer Engagement Manager and Helpdesk.
- Complete regular reviews with the Customer Engagement Manager, building an Account Plan until the customer can be classed as Business as Usual

The Person

You will be someone who is passionate about providing excellent customer service and who enjoys working in a fast-paced team.

Experience

- Ideally a minimum of 3 years' experience within Business Central – either in a support or consulting role
- Experience of Dynamics 365 Sales or Service is advantageous

Communication

- Ability to work effectively in a team environment.
- Exceptional customer service, communication and interpersonal skills, both written and verbal.

Skills

- Passionate about helping others
- A good understanding of how businesses operate and be able to qualify operational challenges
- Ability to quickly learn new technologies and explain these to customers
- Clear and empathetic communication
- Building and maintaining strong relationships with a problem-solving attitude
- Proven track record of managing escalations from customers and delivering resolutions

What we offer:

- A competitive salary depending upon experience
- Competitive annual leave that includes an entitlement to an extra day's holiday for each calendar six-month period completed with no sick leave.
- Access to our Employee Assistance Programme – offering a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
- Pension scheme: eligible to join the company pension scheme 3 months after your start date with matched contributions up to 3%.
- Death in Service: you will be enrolled in our Company Death in Service Scheme (unless you wish to opt out) – the cover is for 4 times your salary.
- Private Health Insurance – you are able to join our Company Health Scheme upon commencement of employment
- A friendly and collaborative work culture, with regular social events
- A chance to work with some of the most talented and innovative people in the industry
- A continuous learning and development program, with opportunities to grow your skills and career

Diversity and Inclusion

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and can express and develop their potential, from the moment they are hired and throughout their career,

by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided.

You must have the legal right to live and work in the United Kingdom