



Customer Success Onboarding Specialist

Santa Barbara, CA

Full-time

Company Description

Invoca helps the modern marketer drive inbound calls and turn them into sales. Our platform delivers the inbound call intelligence required for marketers to optimize customer engagement and sales beyond the click. From attribution to intent, marketers gain a complete understanding of the customer's journey across digital, mobile and offline touch points so they can optimize their marketing spend, drive quality inbound calls and deliver a better customer experience.

Invoca is successful because of our people, whom we consider world class. We are all dedicated to building a great company and product while providing growth opportunity and learning for all of our dedicated team members. We are different, we are innovative, we are customer focused and dedicated to winning.

We are here to...

- To develop outstanding and innovative technology, as the means to solve our customers' problems.
- To win by playing fair. We challenge ourselves to be the best and do what it takes to triumph, without compromising our integrity.
- To consistently exceed our customers' expectations. We strive to deliver the best possible customer experience, from the smallest detail to the largest deal.
- To have fun. We're in this for the long haul, so we better love what we do and enjoy doing it together.

Join us and add to our culture, we seek your input and contribution to our success.

Job Description

As the **Customer Success Onboarding Specialist** you will be responsible for onboarding and training new Invoca customers and prospects. Working closely with our Sales, Customer Success, Integrations and Tech Solutions teams, you will use your strong communication skills and technical know-how to wow Corporate, Enterprise and Fortune 500 customers as you help them - for the first time - realize the value that Invoca brings to their business.

The ideal candidate is experienced in SaaS, loves helping customers, and is comfortable with technical and highly configurable SaaS solutions. Attention to detail, strong communication skills, and a customer-centric orientation are required. This is a rare opportunity to join a fast growing company with an open and collaborative work environment.

Responsibilities:

- Promote a “customer first” environment at all times.
- Become an Invoca platform domain expert.
- Understand the goals & objectives of new customers and translate those needs appropriately through the implementation and onboarding process.
- Work closely with clients and their tech teams to fully integrate Invoca into their marketing tech stack.
- Train clients in software platform basics and provide progressive guidance throughout the implementation and campaign launch process.
- Track and hit key implementation milestones.

Qualifications

- 2+ years experience in a customer-facing role at a SaaS company
- Knowledge and experience using and supporting HTML and javascript, as well as online marketing tools and technologies such as Adwords, Marketo and Kenshoo.
- Strong organizational and analytical skills. Attention to detail.
- Critical thinking and proven complex problem solving skills required.
- Customer first mentality; ability to empathize and build customer loyalty.
- Four year engineering or technical degree, or equivalent required.
- Background in computing, telecom, mobile or digital media a plus.

Additional Information**Invoca Offers:**

- Competitive salary and performance compensation
- Stock options in a fast-growing company
- Excellent medical benefits and paid time off
- 401K plan with company matching
- The chance to work closely with a management team with big wins under its belt
- Be part of dynamic team
- If you're a smart, motivated, high-integrity rock star, come join our team!

To all recruitment agencies not contractually engaged with Invoca: Invoca does not accept agency resumes. Please do not forward resumes to our jobs alias, Invoca employees or any other company location. Invoca is not responsible for any fees related to unsolicited resumes.

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