



Customer Onboarding Specialist

Indianapolis, IN, USA

Full-time

Company Description

Conga's suite of solutions creates more efficient organizations by simplifying and automating data, documents, contracts and reporting. As the provider of the #1 paid application on the Salesforce AppExchange, we have more than a decade of experience increasing the value of the Sales Cloud by removing systems and process pain points that impede the customer lifecycle. Our 8000+ customers are passionate about our platform and support giving us 5 stars on the Salesforce AppExchange.

Conga offers a fast-paced, dynamic environment for professionals looking to help build and enhance a seamless customer experience. Our top of the line product suite, dedicated employees, and proven leadership team provide a solid foundation to support our continued growth and success. We offer competitive compensation and benefits, including 100% paid health insurance for employees, 401k plan, generous PTO schedule, and lots of additional perks!

Job Description

The Customer Onboarding Specialist role is critical to the success of the Onboarding team. The successful candidate will have exceptional customer service skills, great attention to detail and critical thinking skills. Responsibilities include partnering with Sales, Customer Success and other internal teams to provision new and existing customers' licences. The Customer Onboarding Specialist will conduct Customer Orientations for new customers. They will also manage specific cases in the Salesforce and Support queues, maintain accurate account information, and scrutinize processes and procedures to provide constructive feedback and suggestions to the Global Manager of Customer Onboarding

Responsibilities:

- Manage customer interactions through orientation, cases, and enablement, with the goal of 100% customer satisfaction
- Provide as much value to customers as possible based on the progress of their implementation
- Be dedicated to our mission of 'Customer for Life'
- Fully leverage Salesforce functionality to enable subscriptions in a timely manner with exceptional accuracy
- Work closely with Sales & Customer Success teams to answer questions and help with subscription management issues
- Apply critical thinking skills to identify internal errors, and troubleshoot customer licensing issues
- Maintain accurate account information to assist in reporting and process management

- Monitor the Onboarding email inbox and respond with appropriate level of escalation and urgency to the team
- Become a Conga product Subject Matter Expert for Conga data and document products
- Manage internal Support Requests
- Manage Provisioning Case Queue
- Other duties as assigned

Qualifications

Experience, Skills and Competencies:

- The ideal candidate genuinely enjoys interacting with others. The Onboarding Specialist is expected to be professional, self-motivated, proactive, results-oriented, and be able to provide a high level of customer satisfaction to both internal and external customers
- Exceptional attention to detail
- Bachelor's Degree or equivalent experience
- Experience with Salesforce is highly desired
- Demonstrated commitment and passion for customer success
- Strong written and oral communication skills, with proven ability to initiate and manage relationships via phone and email
- Desire to learn more and refine technical skills for Conga's flagship products
- Ability to effectively prioritize and escalate customer issues
- Ability to adapt to rapidly changing environment
- Strong computer skills required, including demonstrated experience with the Microsoft Office Suite and/or G Suite

Additional Information

All your information will be kept confidential according to EEO guidelines.

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