

Customer Onboarding Specialist

at Praxedo

Location: Chicago, USA

Apply at: jobs-northamerica@praxedo.com

Who we are:

Praxedo is a powerful, cloud-based Field Service Management software solution empowering service companies to increase productivity, streamline business processes and improve customer satisfaction. Customers choose Praxedo for our easy-to-use, highly customizable open web platform and mobile app that integrate seamlessly with third-party systems. More than 1000 field service organizations and 40,000 users worldwide use Praxedo daily to optimize scheduling, digitize work orders and track field personnel.

Due to our scalability and unmatched implementation times, we have become one of the world's top 12 software solutions in Field Service Management and have been included in Gartner's Magic Quadrant for the 5th consecutive year. We have offices in the US, Canada, France, Germany, UK, and Spain, and currently expanding our operations in North America. We're looking for the next superstar to join our team!

The team you'll be a part of:

The Professional Services Team is in charge of supporting Praxedo's customers in their transformation and digitization of their business processes. It is composed of 12 people in Paris and 6 internationally (Canada, United States, Germany, Spain). The division is growing rapidly and aims to continue growing and hiring by the end of the year. In North America, our target is to grow the Professional Services team to 3 members, between our Chicago and Montreal offices by the end of 2022.

What you will do:

Reporting directly to the Head of Professional Services, the Customer Onboarding Specialist is a cross-functional role, interacting with Sales, Delivery, Customer Care and Product teams. He or she will provide functional and technical support during the various phases of the sales cycle. Once the sale is closed, he or she will own the full customer onboarding journey - from solution design, to configuration, to training and support. This key role provides strong functional / technical expertise during the configuration phase and superior communication skills with internal clients (Sales, Product) and external clients (End Customer).

Mission

Pre-Sales (10%)

- Work in collaboration with the Sales team, by leading proof of concepts.

Project Delivery (65%)

- Translate customer pain points into product requirements. Use those requirements to design a solution in line with industry best practices and product capabilities.
- Take full ownership of the delivery of small to medium projects (8 to 32 hours projects) remotely, or in person
- Juggle between multiple ongoing projects, ensuring prompt follow-ups at each step of the customer deployment lifecycle
- Lead working sessions with the customers to configure the solution and train their superusers on the end-to-end process
- Become a trusted advisor for your customers, helping them take full advantage of Praxedo in their business context
- Provide advice in the integration of Praxedo with other systems within the customer's IT ecosystem

Customer Care (20%)

- Ensure a responsive tier 1 support with our customer base, thorough documentation of the issue in our support ticketing system and escalate when needed with the tier 2, 3 and 4, currently located in Paris.
- After each bi-annual product release, ensure our customers are taking full advantage of the new features

R&D and Growth (5%)

- Liaise with customers, product, and technical teams in Paris to enrich the product roadmap
- Identify and facilitate new business opportunities.
- Participate in the life of the team and support newcomers in their onboarding
- Continuously train on product evolutions and become a reference on the best practices of the product and project management.

You:

- Want to kickstart your career in Tech
- Possess excellent organizational, communication and negotiation skills
- Have the ability to present complex products and act as a functional / technical expert
- Want to grow within a fast-growing company

Benefits:

- Choice over 3 plans BlueShield PPO health insurance employer contribution 80%
- Dental, Vision, Life
- Long-term disability, short-term disability
- 401K after 6 months of presence, no vesting

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