



socialbakers

ONBOARDING MANAGER

for France, SE, UK & Ireland, Nordics

WORK AT SOCIALBAKERS



ONBOARDING MANAGER



Department
EDUCATION



Position Type
FULL-TIME



Location
PARIS/LONDON



Reporting To
**HEAD OF EDUCATION &
REGIONAL VP**



Language
ENGLISH



E-mail
jobs@socialbakers.com

ABOUT SOCIALBAKERS

Socialbakers is trusted social media analytics partner to thousands of enterprise brands and SMBs, including over 100 companies on the 2015 Fortune Global 500. Leveraging the largest social media data-set in the industry, Socialbakers' suite of solutions helps brands large and small ensure their investment in social media is delivering measurable business outcomes.

With over 2,500 clients across 100 countries, defined by rapid product innovation and dedication to customer success, Socialbakers is one of the industry leaders in social media analytics, tracking over 8 million social profiles across all major social platforms including Facebook, Twitter, YouTube, LinkedIn, Instagram, Google+ and VK.com.

300+

EMPLOYEES

11

OFFICES
WORLDWIDE

2500+

CUSTOMERS

30+

NATIONALITIES

JOB DESCRIPTION

What is it like to work for the coolest high tech company with a startup-like culture? Apply now and find out!

This dynamic role will be responsible for managing and executing the design, development and deployment of training and development programs as well as the technical onboarding of all entry-level/new clients in the given region.

The position requires an individual with a passion for making a difference and influencing growth. A strong affinity for building relationships and understanding the importance of strong customer service and value proposition is essential.

This position involves interaction and collaboration with sales (50% of the time), operations, and account management.

“SOCIAL MEDIA
**IS NOT FACEBOOK,
TWITTER OR
INSTAGRAM -
IT'S THE PEOPLE**”



Jan Rezab

JOB DESCRIPTION

KEY RESPONSIBILITIES

- Design & develop training, onboarding schedules and processes for Socialbakers' clients, assess the on-going training requirements and needs of clients in our portfolio
- Work closely with sales to provide expertise and consultancy on our products, give the prospect a full understanding of the product and its capabilities
- Work collaboratively with marketing and technology departments to execute sales strategy as the firm introduces enhancements to existing solutions and/or releases new products and be the liaison between product and sales to funnel all queries, questions and enhancements to the product teams
- Lead all internal trainings on product upgrades, new releases, and enhancements, provide the team with the latest platform updates on a regular basis
- Monitor client health metrics, detect 'sick' clients and work with the Account Owners to execute an effective retention strategy to prevent loss
- Follow up on current and recently won clients with the Account Owner, to ensure that every single user understands the value of the product they have invested in, and build relationships with clients and internal stakeholders to grow and retain new business
- Act as an industry expert in all matters relating to social media, and relate this knowledge and passion to our clients
- Serve as a brand enthusiast for Socialbakers' suite of products and solutions and bring your thinking, strategies, and ideas to advance our company's values, unique culture, and vision for the future

JOB DESCRIPTION

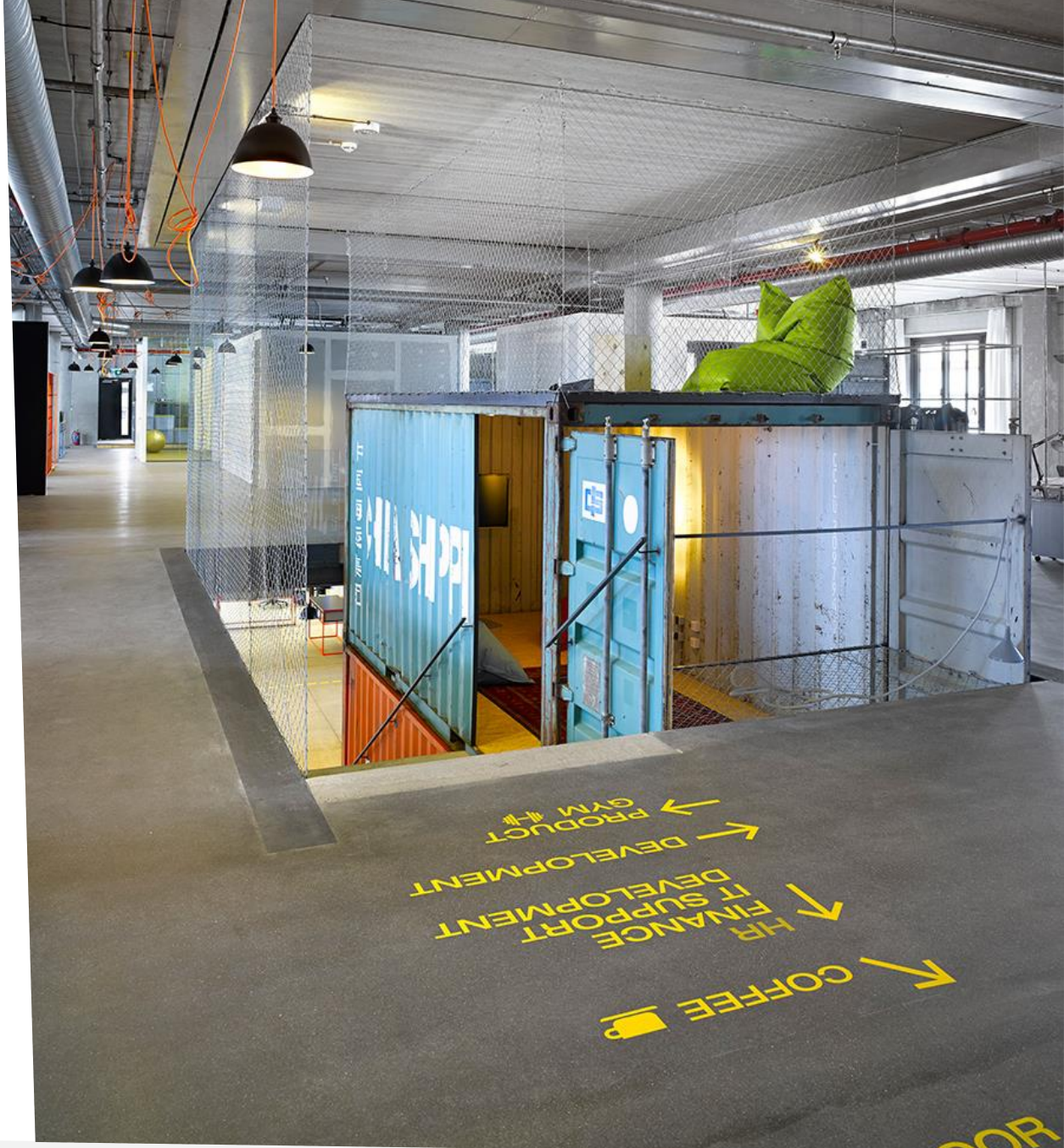
SKILLS & QUALIFICATIONS

- Experience with training and coaching marketing professionals
- 2-5 years in social media or digital experience operating within a web technologies, SaaS, online media or innovative online product environment
- Professional level of English is a must
- Knowledge of other regional language would be a plus
- Experience in a startup environment is a plus
- Experience in working with people of different seniority levels - small business owners, marketers, and executives
- Superior communications and presentation skills
- Agency experience is a big advantage
- A sharp focus on your goals, the ability to advance the vision of the department
- Street smarts, emotional intelligence
- A powerful work ethic and competitive drive to be the best
- Tons of energy, passion, humor, compassion, and enthusiasm
- Facility with MS Office Suite, Google Apps, and Salesforce.com

JOB DESCRIPTION

WE OFFER

- Work in global company with startup culture
- Work on the biggest brands at the social tech leader
- International, fast paced and rapidly growing environment
- Possibility to learn new technologies and encourage new ideas
- Opportunity to become a part of a smaller team with very friendly atmosphere
- Great work environment in our Paris or London office
- Opportunity for other professional growth and development



OUR VALUES

#BeTransparent

#BeYou

#UniteAsOne

#StriveToGrow

#Have Fun

#DeliverImpact

#UniteAsOne

#PushTheBoundaries

#TakePride

SOUNDS

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GOOD?