

Partner Onboarding Specialist

Facilisgroup is a leading technology provider in the Promotional Products industry, headquartered in Brentwood, Missouri, about 10 minutes west of downtown St. Louis. We build software-as-a-service solutions that help promo distributors become more efficient and grow their sales. Over \$1 billion of sales are processed through Facilisgroup's technologies every year.

The ideal candidate is able to work directly with new clients to ensure a smooth and efficient onboarding process as they implement our software platforms. Partner Onboarding Specialists define the specific business requirements and goals of each client and work to configure the technology and coordinate the training to meet those requirements and ensure the users feel comfortable and confident using the new software platforms.

The Partner Onboarding Specialist is a critical member of the Training team, and reports to the VP of Partner Success.

You are a good fit if you:

- Are enthusiastic and love to work with people – welcoming and assisting new clients, and collaborating with your teammates and colleagues
- Are a high-energy self-starter who enjoys learning, and is looking for an organization that encourages skill development and professional growth
- Thrive in fast-moving, innovative, solution-minded and customer-centric work environments
- Have great communication skills and are able to successfully manage time and shifting priorities

In this role you will:

- Serve as the client implementation lead – you will be a primary point of contact throughout implementation and the initial onboarding period
- Schedule, plan, and facilitate client calls, ensuring needs are being met and identifying areas for improvement
- Proactively identify and resolve potential issues that could impede project success
- Work collaboratively with cross-functional internal teams to ensure project success and client retention
- Coordinate new client/customer trainings, including how the training will be delivered, which members of the new client companies will participate, how to ensure trainings are as effective as possible
- Collaborate in the ongoing development of project deliverables
- Take on other duties, projects and responsibilities as assigned/needed

As Partner Onboarding Specialist, you bring with you:

- Bachelor's Degree in a business-related field, or equivalent work experience
- Experience with implementing new technology preferred
- Demonstrated success working with clients, including client/customer facing project management, presenting complex information, and overall strong customer/client interactions
- A visible drive for efficiency, problem resolution and consistent progress on deliverables, with a passion for ensuring timeliness and quality

- High level critical thinking in cross-functional process analysis and complex problem resolution for both new and existing solutions and clients
- The ability to effectively establish strong working relationships with stakeholders, users, and internal teams
- Experience managing multiple projects and tasks concurrently, and strengths in prioritizing work, time management and the ability to respond to shifting priorities
- Meticulous attention to detail

Why Facilisgroup?

Through the principles of technology, supply chain and community, Facilisgroup delivers unparalleled growth to its partners within the promotional products industry. More importantly is what we delivery internally: **we take care of our people.**

Recognized by ASI as one of the **Best Places to Work**, we take our dedication to company culture seriously, with a commitment to diversity, inclusion, dignity and respect in the workplace. We strive to provide an open, friendly and creative atmosphere where collaboration and conversation between teams and leaders is encouraged.

We provide:

- A forward-thinking path to success with competitive pay and plenty of opportunity for growth
- Healthcare coverage, including health, dental, vision and flexible spending
- Exceptional retirement matching to make saving for the future even more rewarding
- Market-leading paid time off and paid holidays to enjoy your other passions in life
- Annual volunteer time to devote toward a passion project or volunteer option you love
- New parent perks like additional paid leave and flexible scheduling

How to Apply:

To apply for this position, please submit a resume to hr@facilisgroup.com. Due to the volume of applications received, only candidates under consideration will be contacted.

Equal Opportunity Employer

Facilisgroup is committed to treating everyone with dignity and respect. All applicants will be considered for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, veteran, disability status, or criminal history. Facilisgroup believes in "fair chance hiring" and reserves the right to administer a criminal background check upon hiring and review criminal history.