

Customer Success Onboarding Manager

Who are we?

CareerWise Colorado is a nationally recognized initiative that is shaping Colorado's workforce through innovative, business-led youth apprenticeships. Through our work, we help Colorado businesses fill high-demand positions through apprenticeships that create real value and positive return on investment. At the same time, our apprenticeship model paves the way to good, well-paying careers for students, along with increased access to post-secondary education. This innovative approach has captured the attention of business, government and education leaders across the state and country.

The role:

Reporting to CareerWise Customer Success Team, the Director of Customer Success. The Onboarding Manager will be the key point of contact guiding our new business partners through understanding the CareerWise apprenticeship model, preparing for and successfully hiring an apprentice.

What you'll do:

- Understand the unique business needs, motivations and opportunities of each of our employer partners to maximize success of onboarding within each environment
- Coordinate and enhance cross-functional onboarding processes across CareerWise departments
- Onboard our new employer partners, including occupation identification, job description creation, training plan development, and interviewing of apprentices
- Provide thoughtful and responsive customer support as needs arise, including working closely across departments to problem-solve unique challenges
- Diligently track and analyze onboarding data to streamline processes as we grow
- Continuously evaluate and improve on our customer onboarding journey including creating an onboarding playbook
- Identify opportunities for continuous improvement
- Learn from best practices in industry

Who are you?

- You have a few years of work experience in a setting that has prepared you for the diversity of this role (e.g., customer experience, marketing, project management)
- Solid verbal and written communication skills
- You excel at relationship building and care about the well-being and success of our business partners
- Project management in a business environment – you can prioritize activities and work

in an independent, self-directed manner against tight deadlines while collaborating with internal CareerWise teams

- You can think through problems and make actionable recommendations
- You thrive on data and providing key business insights based on analyzing multiple data sources
- Ability to travel around the Metro Denver Area as needed (about 25-40% of work time).
- A passion, or interest due to exposure through work experience, solving talent pipeline issues for employers in Colorado
- Experience and interest in working in a fast-paced, rapidly changing environment where you may propose an idea on Monday and execute it on Thursday (we mean it)
- Experience in an entrepreneurial role/organization, where you will need to quickly identify issues and work with the team to resolve and implement new solutions
- You have proficiency with or an ability to quickly learn and master Microsoft Office Suite, Google Docs, Salesforce, and Zoom Video Conferencing
- Most importantly, you thrive in a high energy, dynamic team like ours. And we mean TEAM. We collaborate, engage in healthy debate, jump in where ever our skills are needed.

Sound interesting?

Click on this [link](#) to apply.

We are an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.

If you need assistance or an accommodation due to a disability, you may contact us at careers@careerwisecolorado.org