



Organization:	FUNDS AUDIT
Job Title:	Team Lead - Customer Onboarding
CTC:	40000-60000
Location:	Pune , Maharashtra
Departments Eligibility:	MANAGEMENT
Course Eligibility	BBA/MBA
Student Gender Preference:	Male/Female

General Job Description

- **Team Leadership:** Lead, mentor, and manage a team of 15-20 Interns who are working as Customer Onboarding Specialists, ensuring they are motivated and equipped to meet their goals.
- **Performance Management:** Set and monitor individual and team KPIs, providing regular feedback and coaching to ensure high levels of productivity and customer satisfaction.
- **Customer Onboarding Strategy:** Develop and implement efficient onboarding strategies to streamline the customer experience and ensure all team members follow best practices.
- **Process Improvement:** Continuously assess and refine the onboarding process, identifying areas for improvement to enhance team performance and client satisfaction.
- **Customer Support:** Handle escalated client issues that require a higher level of attention, ensuring swift resolutions and positive outcomes.
- **Training & Development:** Organize ongoing training programs to help team members improve their onboarding techniques, communication skills, and product knowledge.
- **Collaboration:** Work closely with other departments, including Product, Sales, and Customer Support, to ensure alignment and a cohesive customer experience.
- **Reporting:** Regularly report on team performance, key metrics, and customer feedback to senior management, making recommendations for improvements.
- **Team Growth:** Assist in recruiting, training, and onboarding new team members as needed to support company growth.

Benefits

Certification for Internship along with PPO offer considering the performance.
Competitive Stipend and bonus structure.
Opportunity to work in a high-growth startup environment.
Professional development opportunities and access to training programs.
Collaborative and dynamic team culture.

Eligibility
MANAGEMENT
SPECIALIZATION : HR
MBA
Fresher
Master's degree in Business, Finance, Marketing, or a related field.
Strong knowledge of customer onboarding processes, preferably in a SaaS or FinTech environment.
Excellent leadership, communication, and team management skills.
Proven track record of meeting or exceeding team performance goals.
Ability to analyze data, track key metrics, and make data-driven decisions.
Strong organizational skills, with the ability to handle multiple priorities and ensure timely delivery of results.
Proficiency in CRM systems and customer support tools.
A customer-first mindset, with the ability to handle client escalations and maintain high satisfaction rates.
Ability to work effectively in a remote environment and manage a geographically dispersed team.

Job Reviewed by: Director, Training & Placement
Job Approved by: Director, Training & Placement
Job opportunity provided through: Training and Campus Placement Department

Date: 14/04/2025