



Onboarding Co-Ordinator

Company Description

Established for over 20 years, Applegate is a business-to-business marketplace that connects buyers to suppliers. Buyers such as ASOS, Rolls Royce and Odeon Cinemas use the site for free to find the products and services they need for their business. You will be one of the first contacts our clients interact with and will be responsible for onboarding. Through onboarding you'll demonstrate and show clients features of our systems and help them get the best out of their subscription with us.

We are not just about the technology – our staff make our business what it is. We think it's important to nurture our staff, invest in personal development and provide excellent progression opportunities.

About the role

If your friends would describe you as a friendly, bubbly chatterbox – the odds are, you'd be a perfect fit as one of our Onboarding Co-Ordinators.

- Your main responsibility will be to introduce new paying clients to the Applegate platform, provide an understanding of the system and demonstrating its functionality and providing an initial point of contact for any queries they may have.
- As one of the first points of contact with our new clients, you'll play a vital role in representing Applegate and ensuring new clients are aware of how to make the most of their subscription.
- You will need to take a very organised approach to your working day and be able to manage your own diary and ensure good record keeping through our CRM system.
- You will work closely with our Business Development and Client services teams, providing or passing on any required information as and when needed.
- Experience of Outlook is essential to effectively communicate with clients as well as staff internally, much of this communication will be confirmation of any information exchanged during onboarding, scheduling follow-up calls and sending meeting invitations as necessary.
- It's not all about us, you will understand your client's businesses (whether they are a manufacturer or digital marketer) to update and maintain marketing content for their Applegate profile.

Your Experience/Skills

We'll train you when you join us, and throughout your career, but it would be ideal if you have any of the below experience or attributes:

- You will be proactive in dealing with Clients and able to effectively communicate in writing and on the telephone.
- Energy & Enthusiasm.

- Attention to detail.
- The ability to have the right attitude and aptitude to learning new skills.
- Preferable knowledge or experience with using Hubspot CRM system.
- Preferable knowledge or experience of using Microsoft Excel and Outlook.

Key Benefits

- Career progression into a Full time Client Services role or on to our Degree Apprenticeship Scheme.
- 33 days annual leave per year (including bank holidays)
- Early finish Friday
- On site gym.
- A range of coffee shops & eateries on site.

Additional Detail

Full training on the Applegate platform and products will be provided. Ongoing account management, coaching and mentoring will be delivered to help with personal development.

This is a kickstart role and will be 25 hours per week. Please apply through your local job centre or by emailing hr@applegate.co.uk with your CV and cover letter.