



Customer Onboarding Administrator

Based in Braintree, Lolly is a leading software and technology firm in the hospitality sector producing a wide range of state-of-the-art technology solutions including robot waiters, facial verification, mobile apps, EPOS and payment solutions.

Our mission is to make technology simple, by implementing the best solution, incorporating the most reliable intuitive technology and to follow this with first class after-sales customer care.

We exist to create a technology hub for now and in the future.

About the Role

We are seeking a detail-oriented and proactive Customer Onboarding Administrator to ensure our new clients have a smooth and positive start to their journey with us. In this role, you will be the first point of contact for new customers, guiding them through the onboarding process, addressing their questions, and ensuring they feel confident using our services.

Responsibilities

- Act as the primary point of contact for new customers during the onboarding process.
- Coordinate and execute onboarding activities, including account setup, system configuration, and training sessions.
- Collaborate with internal teams (Sales, Operations, IT) to ensure a seamless handoff from the sales process to onboarding.
- Monitor onboarding progress, provide timely updates to clients, and resolve any issues or roadblocks.
- Develop and maintain onboarding documentation, including checklists, guides, and training materials.
- Proactively address customer questions and concerns, ensuring their satisfaction throughout the onboarding journey.
- Gather feedback from new customers to improve the onboarding process continuously.
- Maintain accurate records of onboarding activities and client interactions in the CRM system

Key Skills & Requirements

- Previous experience in customer service, administrative roles, or onboarding processes is essential.
- Strong organisational skills and attention to detail.
- Excellent communication and interpersonal skills, with a professional and friendly demeanour.
- Ability to manage multiple tasks and prioritise effectively.
- Proficiency in using CRM software and other tools (e.g., Microsoft Office, project management platforms).
- A proactive and customer-focused mindset with a problem-solving attitude

Preferred Qualifications

- Qualification in Business Administration, Communications, or a related field is desirable.

Why Join Us?

We are one of the leading omni-channel retailers across the UK, but more than that, we are a great place to work. We value you and your development. We pride ourselves on giving our team members the opportunity and continued training and development to enable them to progress their personal and professional skills.

Our aim is to create a fun and creative environment, where your success is paramount to ours and you are given the right tools, support, and platform to achieve your goals. More than that, we want every team member to be happy in their work and feel they can contribute and add value to the business.

Diversity

At Lolly we believe in creating a positive environment where our differences are respected and each of us feels valued for our contribution. Treating people fairly is part of our values and at the core of our culture. As an inclusive employer, all qualified candidates will be considered regardless of race, ethnicity, religion or belief, age, socioeconomic background, gender identity or expression, sexual orientation, pregnancy and maternity and caring responsibilities, marital status, nationality, and disability including invisible disabilities and neurodiversity.

We recognise the different perspectives which arise from a diverse and multi-skilled workforce. We believe this assists us in providing an excellent service to our customers.

We know that a great hire won't necessarily meet every requirement that we've outlined. If you can see yourself elevating the team, we want to hear your story. Few of us would be here had we not taken a chance.

Importantly, for us diversity is also about building and maintaining happy teams, filled with colleagues who want to learn and develop, and want to be inspired by each other and our different experiences.

Hiring Process

We review applications on an individual basis. If we feel you would be a good fit, we will invite you to join us on a Teams chat for an informal discussion about the role, and for you to see if we are a good fit for you.

We value open and honest conversations, giving you the chance to learn more about the role in a friendly and informal environment. We want to learn more about you and why you feel that this next step is the right opportunity for your career development.

We look forward to receiving your application, and we hope to meet you soon.