



**Customer Enablement Manager**  
SECOND NATURE

**Job Category:** Customer Service/Call Center

**Job Source:** nrbjobs.com

## Job Summary

**Employment Type:** Full Time

**Gender:** Any

**Career Level:** Entry Level

**Salary:** Negotiable

**Experience:** Minimum 5 years

**Posted On:** 14 Oct 2024

**Application Deadline:** 12 Nov 2024

## Job Context

- We are seeking a dynamic Customer Enablement Manager to join our team. In this role, you will be pivotal in enhancing the customer journey for owners, property managers, and residents, ensuring they fully understand and derive maximum value from our products and services. You will collaborate closely with our marketing and client experience teams to develop and deliver comprehensive training materials that build confidence and elevate the overall customer experience.

## Job Description/Responsibility

- **Customer Journey Mapping:**  
Analyze and understand the customer journey for property owners, managers, and residents. Identify pain points and opportunities for improvement to ensure a seamless experience with our solutions.
- **Training Development:**  
Collaborate with cross-functional teams to create and maintain training materials, resources, and tools that empower customers. Ensure that all content is clear, engaging, and aligned with our brand voice.
- **Customer Engagement:**  
Foster strong relationships with customers through regular check-ins, feedback sessions, and user groups. Collect insights to inform product enhancements and support continuous improvement initiatives.
- **Marketing Collaboration:**  
Work closely with the marketing team to develop and distribute promotional materials, case studies, and educational content that highlight the benefits of our products and services.
- **Onboarding & Support:**  
Key collaborator in onboarding programs for new customers, ensuring they feel confident and supported from day one. Provide ongoing support and resources to enhance customer satisfaction.
- **Industry Knowledge:**  
Stay informed about trends and innovations in the prop tech space, ensuring that our customer enablement strategies remain relevant and impactful.

## Education Requirements

- Bachelor/ Honors(Bachelor Degree in any Discipline) completed.

### **Additional Academic Requirements**

- Bachelor's degree in Business, Marketing, or a related field.

### **Experience Requirements**

- Minimum 5 years of experience is required.

### **Additional Experience Requirements**

- 5+ years of experience in customer enablement, training, or a related role, preferably within the prop tech or technology sector.

### **Skills Requirements**

- Strong understanding of the customer journey, particularly as it pertains to property management and resident engagement.
- Excellent communication and presentation skills, with the ability to convey complex concepts in a simple and engaging manner.
- Proven ability to collaborate effectively with cross-functional teams, particularly marketing and product development.
- Strong analytical skills, with a data-driven approach to decision-making and strategy development.
- Passion for enhancing customer experiences and driving adoption of innovative solutions.

### **Work Area**

- Applicant should have experience of working in the following category(ies): Customer Service/Call Center

### **Industry Type**

- Experience should include the following skills: Others

### **Job Location**

- Anywhere in the country

**Address:** Raleigh, NC, Raleigh, NC, United States

**Company Profile:** Unknown

**Company Website:** <http://www.secondnature.com/>