



Customer Onboarding Manager

FLEMISH BRABANT

External Description

As a **Customer Onboarding Manager**, you'll lead the charge in welcoming new clients and ensuring a seamless transition from deal closure to day-to-day operations. Your mission: deliver a smooth, efficient, and customer-first onboarding experience by coordinating across teams and continually improving processes.

□ Key Responsibilities:

- Own the end-to-end onboarding process post-deal closure
- Align final client requirements and follow through on all operational setup steps
- Collaborate with internal stakeholders (Sales, Operations, Invoicing, IT)
- Oversee multiple onboarding projects at once
- Drive structural improvements and process innovation
- Act as the key liaison between the client and internal teams
- Support commercial teams with onboarding expertise
- Monitor progress and provide regular updates and insights

□ Requirements:

- Bachelor's degree (or equivalent experience) in business or analytical field
- 3+ years of experience in a B2B environment, project management, or similar role
- Fluent in English, plus Dutch or French (additional EU languages are a bonus)
- Strong communicator, team-oriented, and thrives under pressure
- Exceptional organizational and multitasking abilities
- Customer-centric with commercial and analytical acumen

□ Tech & Tools:

- Advanced Excel and Microsoft Office skills
- Experience with CRM tools (e.g., Microsoft Dynamics)
- Familiarity with shipment management platforms
- Bonus: experience with reporting tools like Power BI and process improvement methods

If you're a hands-on problem solver with a passion for client success and cross-functional collaboration, we'd love to hear from you.

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