

**About LocoBuzz:**

Locobuzz is a SaaS platform that converges with technologies such as Artificial Intelligence, Machine Learning, Big Data Analytics, and Automation, to provide brands with a 360 degree Customer Experience Management Suite. Locobuzz's powerful analytics algorithms have helped seasoned brands establish a strong foothold in the digital hemisphere and transformed their customer experience journeys.

Visit our website [LocoBuzz](#) for more information on our CX management products and services

Position: Onboarding/ Implementation Partner

Location: Sakinaka, Andheri East

Scope:

We are looking for a detail-driven and customer-centric Onboarding/ Implementation Partner to lead end-to-end onboarding and ensure seamless adoption of our platform. This role requires a blend of project management, client relationship skills, and process orientation, with a strong focus on customer satisfaction and internal coordination.

Key Responsibilities:**1. Customer Onboarding & Implementation**

- Execute onboarding milestones per defined timelines and documented success criteria.
- Follow the onboarding checklist with 100% process compliance and no deviations.
- Conduct celebratory meetings post key onboarding stages and document client goals thoroughly.
- Uphold respectful and empathetic communication to foster strong client relationships.
- Ensure CSAT score for onboarding remains at or above 85%.

2. Customer Feedback & Continuous Improvement

- Track and report Net Promoter Score (NPS), ensuring prompt action on detractor feedback (scores 0–6).
- Liaise with internal teams to manage feature requests, ensuring adherence to feature management checklists and tracking delivery metrics.

3. Customer Engagement & Retention

- Monitor customer health scores based on engagement, usage, and support interactions—targeting 80%+ health scores.
- Proactively identify early churn risks and raise red flags in coordination with account managers.
- Keep churn rate below 5% of total portfolio value per quarter.

4. Stakeholder Reporting & Coordination

- Share timely and accurate MIS reports (daily/weekly/monthly) with account health indicators and implementation progress.
- Maintain clear and effective communication with internal stakeholders, ensuring proactive updates and escalations.

5. Adherence to Organizational Quality Standards (Locobuzz Indicators)

- Maintain punctuality and attendance as per company policy.
- Demonstrate clarity of thought, structured communication, and adherence to internal communication guidelines.
- Ensure consistent and up-to-date record-keeping, including all onboarding and engagement activities.
- Collaborate across teams including Sales, Product, and Support to deliver a seamless client experience.

Required Qualifications:

- Bachelor's degree in a relevant field.
- Preferably 1-3 years of experience in implementation, onboarding, or customer success roles (preferably in SaaS or IT services).
- Strong communication and relationship-building skills.
- Ability to manage multiple implementations in parallel while maintaining attention to detail.

Benefits:

- **Medical Coverage:** We care about your health and well-being. We offer comprehensive medical coverage to ensure you and your family access quality healthcare.
- **Opportunity to Work in a Fast-Paced and Dynamic Organization:** At Locobuzz, we thrive on innovation and agility. You'll have the chance to work in an environment where every day brings new challenges and opportunities for growth. Your contributions will make a real impact on our dynamic organization.
- **Learning and Upskilling:** At Locobuzz we believe in continuous learning and development. You'll have access to resources and support for your professional development, which may include training, workshops, and opportunities to expand your skill set.
- **Collaborative Workplace:** Collaboration is at the heart of our culture. You'll be part of a team that values open communication, knowledge sharing, and working together to achieve common goals. Your ideas and insights will be heard and respected, fostering a sense of belonging within our collaborative workplace.