

>> HubSpot Onboarding Specialist

Company Overview:

accelant is a premier HubSpot solutions partner agency dedicated to catapulting businesses to new heights through expert guidance and innovative strategies. With a proven track record, we specialize in launching HubSpot platforms and optimizing them for accelerated growth. Our seasoned team is comprised of more than 20 industry-leading professionals skilled in marketing, sales, service, and revenue operations. Founded by George Roadman, who witnessed firsthand the transformative potential of HubSpot, accelant was born out of a mission to empower businesses with the same success. Join us in shaping the future of business growth acceleration through HubSpot.

Role Responsibilities Overview:

The HubSpot Onboarding Specialist is an account manager, strategist and implementation expert in one. They guide and support clients to define Onboarding goals, complete HubSpot technical setup, facilitate data imports, implement custom portal configurations and provide thorough training on best practices relative to Marketing, Sales and Service Hub.

The HubSpot Onboarding Specialist should be a highly driven team member with excellent communication and presentation skills, a passion for helping and supporting others, an aptitude for problem-solving and project planning, and have the adaptability to contribute to diverse projects. In addition to guided and assisted onboardings, you will also support other projects as needed through HubSpot implementation and portal audits. Success in this role is gauged through client sentiment measured through 5-star reviews, adherence to process/documentation, on-time/on-budget project completion, and upsell rates.

Activities include:

- Initiate timely handoffs from sales and project kickoffs
- Perform discovery calls to understand tech stack, team sizes, business processes and desired state for HubSpot
- Set goals and determine a project plan to enable clients to launch and leverage HubSpot within their project timeline

- Advise clients on best practices for marketing, sales and service hub usage (knowledge of Revenue Operations best practices is ideal)
- Complete data imports, guide clients through standard data sync integrations from the app marketplace
- Implement portal customizations or content creation to support clients in achieving their onboarding goals
- Offboard clients and close projects on time, positioning accounts for upsell and new contracts
- Maintain thorough documentation and excellent customer experience throughout every engagement
- Assist in the growth of the department and accelant through various projects including but not limited to internal reporting, process development, portal audits

Role Requirements:

- [HubSpot Marketing Hub Software Certification](#)
- [HubSpot Sales Hub Software Certification](#)
- [HubSpot Service Hub Software Certification](#)
- Strong understanding of HubSpot Inbound Marketing and Inbound Sales Methodology
- Excellent presentation, verbal and written communication skills
- Reliable high-speed internet connection
- Appropriate, dedicated workspace for conducting client calls
- Driven and adaptable mindset to help build and grow with the company in its earliest years

Compensation and Benefits:

- Competitive salary
- 401K program
- Health benefits
- Employee equity program
- 4 weeks annual PTO + Company holidays
- Laptop provided
- Remote work environment
- Innovative, collaborative work environments

Reports to Director of Onboarding at accelant, Katlynn Shields.

Email katlynn.shields@accelant.com for more information or [book time here](#).