

Get Clear Consulting - Chief Customer Guide Position

Job Title

Chief Customer Guide

Reports To

The Chief Customer Guide will report to the CEO.

Job Overview

The Chief Customer Guide will lead and facilitate the onboarding of new Get Clear clients to the Get Clear website platform and services. This person will also contribute to the strategy and implementation of new Get Clear ventures such as event planning, consulting, and content creation needs as they come up. Success looks like making happy clients throughout the client journey as well as contributing to the strategy, content, and improvement of Get Clear as a company. This role will maintain and improve where needed the onboarding and lead generation processes for new clients, helping Get Clear get to its goal of serving 400 clients.

Responsibilities and Duties

Client Onboarding

- Project management of websites and marketing packages
- Connecting with clients throughout the process, helping them see the value in the work and answering questions when they come up
- Guide clients through the appropriate onboarding, revision, and launching process via email, phone, and video support as needed.
- Be available and responsive to answer client questions and concerns as they come up within 1 business day.
- Work with Get Clear contractors to make sure projects are delivered on time
- Manage the support@getclear.ca email

Process Management and Strategy

- Manage, maintain, and improve where needed the current company processes in Asana, Zapier, Content Snare, Loom, Elf Sights, Markup, and Shopify
- Be available for weekly check in meetings and additional strategy meetings with the CEO when needed
- Strategize with the CEO new goals, products, processes, and campaigns as they come up
- Implement content creation plans including, but not limited to: email campaigns, landing pages, videos, proposals, communication campaigns, press releases, events, and webinars.
- Manage the GetClear.ca and GetClearSites.com websites, making updates where needed with the guidance from the CEO

Event Planning

- Organize needs for events and webinars as they come up such as, but not limited to: venues, softwares, topic material, guest speakers, event itineraries, and communication campaign drafting
- Help CEO create and plan the Get Clear Summit

Qualifications

- Hard working
- Meets deadlines
- Clear communicator
- Strong sales writing and website/word editing skills
- Can work remote
- Familiar with the Storybrand framework
- 3+ years experience in marketing/web design
- Familiar with productivity apps like Asana, Content Snare, Slack, Loom, and Zapier
- Image and graphic design skills are an asset
- Certifications in marketing or design are an asset
- Previous experience planning events is an asset
- Ability to access internet and use a computer