



<https://remotecareerusa.pro/careers/customer-onboarding-manager-remote/>

## Customer Onboarding Manager (Remote)

### Description

Amex GBT is a place where colleagues find inspiration in travel as a force for good and – through their work – can make an impact on our industry. We're here to help our colleagues achieve success and offer an inclusive and collaborative culture where your voice is valued.

Ready to explore a career path? Start your journey.

### What You'll Do:

- To own the customer onboarding / migration experience with the customer, internal stakeholders, team and third parties where applicable, including other internal and external projects as needed
- Focuses on the customer and the implementation of regional / global projects, utilizing Amex GBT project documents and following the SID implementation process
- Ensures project handover and readiness assessments with Solutions Design teams are completed, ensuring any risks, actions and follow up items are documented
- Designs the work breakdown structure and resources required for the project, ensuring roles and responsibilities internally and externally are clearly defined
- Ensures all client requirements have been adequately understood and documented for onward teams (e.g., units, deployment, traveler care) to action
- Develops and manages detailed project plans and ensures the scope and approach is understood and aligned / signed off by all stakeholders
- Creates a positive, happy, and fun environment internally and externally to help drive partnership and project success
- Empowered to manage the project performance, while ensuring project status, milestones, changes, risks, issues, assumptions, decisions, and dependencies are clearly communicated
- Responsible for ensuring that E2E testing is completed, documented, and corrected successfully, on time and to a high quality as defined by the global testing plan
- Responsible to determine project call structure and manage Stakeholder calls
- Attends and contributes to team calls, sharing experiences, ideas for process improvements and supporting others as needed within the team

### What We're Looking For:

- Candidates with travel industry experience will be considered at this time
- A passion for working directly with customers and strong relationship building
- Understanding of Amex GBT and corporate travel
- Ability to work in a fast-paced matrix environment including managing across multiple geographies, functions & time zones.
- A positive, "can do" attitude
- Able to motivate a project team and manage under pressure
- Business English mandatory – multi-lingual capability advantageous
- Excellent relationship building, influencing, negotiating, communication and presentation skills
- Ability to clearly articulate an accountability, then hold people accountable

### Hiring organization

American Express

### Employment Type

Full-time

### Job Location

Remote work from: United States; Canada; Great Britain

### Base Salary

\$ 27 - \$ 40

### Valid through

31.01.2025

### Date posted

October 21, 2024

- Commercial awareness and strong relationship building skills
- Excellent organizational skills of multitasking, advance planning, and time management
- Ability to inspire change in the face of possible resistance
- Effective time management, multi-tasking prioritization skills
- Strong active listening and facilitating skills
- High degree of problem solving and decision-making and ability to adapt to changing priorities
- Flexibility and the ability to adapt to change
- Ability to understand and lead projects
- Happy to be challenged and to challenge people and processes
- Experience collaborating across multiple functional groups and with operational SME's

Location

Texas, United States

The US national annual base salary range for this position is from \$70,000 to \$140,000. The national range provided includes the base salary that GBT expects to pay for the role. Actual base salary will be based on factors including the scope and complexity of the role and the successful candidate's relevant experience, skills, knowledge, and work location.

In addition to base salary, this role is eligible for either our Annual Incentive Award plan, which rewards participants based on company and individual performance, or eligible for one of our metric-driven Sales Incentive Plans (certain sales roles only). An eligible employee can only participate in one of these plans during an eligible period. This role is also eligible for awards under the company Equity Incentive Plan, which is designed to align participants' interests with those of shareholders. For information about our comprehensive US benefits programs and eligibility, please review our Benefits-at-a-Glance document.

Benefits at a glance

The #TeamGBT Experience

Work and life: Find your happy medium at Amex GBT.

- Flexible benefits are tailored to each country and start the day you do. These include health and welfare insurance plans, retirement programs, parental leave, adoption assistance, and more.
- Travel perks: get a choice of deals each week from major travel providers on everything from flights to hotels to cruises and car rentals.
- Develop the skills you want when the time is right for you, with global tuition assistance, access to over 20,000 courses on our learning platform, leadership courses, and new job openings available to internal candidates first.
- We strive to champion Diversity, Equity, and Inclusion in every aspect of our business at GBT. You can connect with colleagues through our global Inclusion Groups, centered around common identities or initiatives, to discuss challenges, obstacles, achievements, and drive company awareness and action.
- Wellbeing resources to support mental and emotional health for you and your immediate family.
- And much more!

All applicants will receive equal consideration for employment without regard to age, sex, gender (and characteristics related to sex and gender), pregnancy (and related medical conditions), race, color, citizenship, religion, disability, or any other class or characteristic protected by law.

Click Here for Additional Disclosures in Accordance with the LA County Fair Chance Ordinance.

Furthermore, we are committed to providing reasonable accommodation to qualified individuals with disabilities. Please let your recruiter know if you need an accommodation at any point during the hiring process. For details regarding how we protect your data, please consult GBT Recruitment Privacy Statement.

What if I don't meet every requirement? If you're passionate about our mission and believe you'd be a phenomenal addition to our team, don't worry about "checking every box;" please apply anyway. You may be exactly the person we're looking for