

STELLA Automotive AI

<https://stellaautomotive.com/job/onboarding-specialist/>

Onboarding Specialist

Description

Reports To: Director of Operations

Position Type: Full-Time, Exempt

Position Overview:

The Onboarding Specialist is responsible for guiding new dealer clients through a smooth and successful implementation experience. This role owns the dealer success component of onboarding by coordinating with Sales, Implementation, Quality Assurance, Support, and dealership stakeholders to gather required information, set expectations, monitor timelines, support launch readiness, and ensure customers understand the value and capabilities of STELLA. The Onboarding Specialist serves as a trusted point of contact throughout implementation and early post-launch support, helping drive customer satisfaction, adoption, retention, and long-term partnership success.

Key Responsibilities:

- Manage multiple dealer onboarding projects, meetings, requests, timelines, and deliverables simultaneously.
- Partner with the Sales to collect required implementation details, including dealer contacts, billing and delivery information, Direct Dial Numbers, CRM, DMS, scheduling software, and other integration needs.
- Set clear and realistic delivery timelines, implementation expectations, and performance expectations with dealer stakeholders.
- Educate dealers on STELLA capabilities, onboarding requirements, launch readiness, and expected outcomes.
- Distinguish dealer needs from wants and guide customers toward realistic, actionable deliverables.
- Coordinate with Implementation, Quality Assurance, Support, and enablement partners to ensure accurate and timely delivery of onboarding requirements.
- Serve as the liaison between the dealer and internal teams throughout the implementation process.
- Review and vet deliverables before dealer launch meetings to ensure quality, accuracy, and readiness.
- Coordinate launch calls with dealerships and clearly outline next steps, performance expectations, and success measures.
- Monitor post-launch satisfaction, conduct SLA reviews, follow delivery monitoring protocols, and ensure timely follow-up.
- Create, escalate, and follow through on support tickets when needed to resolve dealer issues quickly and accurately.
- Maintain accurate activity records and onboarding updates in the CRM.
- Delegate appropriate tasks to the Onboarding and Implementation Associate when coordinated with leadership.
- Continuously promote STELLA's value to support adoption, retention, revenue protection, and customer success.

Required Skills and Qualifications:

Hiring organization

STELLA Automotive AI

Employment Type

Full-time

Job Location

Remote work from: USA

Date posted

July 20, 2026

- Strong customer service, customer success, or onboarding experience, preferably in a SaaS, technology, automotive, or implementation-focused environment.
- Excellent verbal and written communication skills with the ability to hold professional, engaging conversations by phone and email.
- Strong project management, organization, follow-up, and time-management skills.
- Ability to manage multiple priorities while maintaining accuracy, urgency, and professionalism.
- Comfort working cross-functionally with Sales, Implementation, Quality Assurance, Support, and leadership teams.
- Ability to understand customer requirements, conduct needs assessments, overcome objections, and translate customer goals into actionable onboarding steps.
- Working knowledge of CRM systems and ability to maintain accurate records and activity updates.
- Familiarity with automotive dealership systems, CRM, DMS, scheduling software, APIs, or technical integrations is preferred.
- Strong problem-solving skills and the ability to escalate issues appropriately.
- High attention to detail and commitment to delivering a high-quality customer experience.

Success Measures:

- Achievement of onboarding implementation timing SLAs.
- Successful completion of dealer implementations and launch readiness milestones.
- Dealer satisfaction, adoption, and post-launch success.
- Timely and accurate completion of project deliverables.
- Business retention and revenue protection through effective onboarding and customer success practices.
- Accurate CRM documentation and consistent follow-through on customer and internal action items.