Partner Onboarding Specialist - KOKSIN

Location: Koh Pich, Phnom Penh, Cambodia

Job Type: Full-time / Contract

About KOKSIN

KOKSIN is an appointment-based platform helping customers discover and book services online across Cambodia. We partner with appointment-based businesses to help them manage bookings, improve customer management, and grow their business digitally.

We're looking for a friendly, organized, and customer-focused Partner Onboarding Specialist to help new KOKSIN partners successfully set up and start using the platform.

You'll work closely with our Sales and Product teams to guide businesses through onboarding, configure their accounts, train their teams, and make sure they are ready to successfully accept and manage bookings through KOKSIN.

What You'll Be Doing

- Guide new KOKSIN partners through the complete onboarding process, from initial account setup through to successfully going live on the platform.
- Help partners configure their KOKSIN account, including business information, locations, services, pricing, staff members, availability, booking settings, payment options, and other relevant information.
- Conduct product demonstrations and training sessions with business owners, managers, and staff to ensure they understand how to use the KOKSIN Partner platform effectively.
- Work closely with the Sales team to ensure a smooth handover from signed partner to onboarding, activation, and ongoing use of KOKSIN.
- Communicate regularly with new partners during onboarding, answer questions, troubleshoot basic issues, and coordinate with the Product or Engineering team when additional technical support is required.
- Follow up with newly onboarded partners to ensure their account is correctly configured, their staff are comfortable using the platform, and they are actively accepting and managing bookings.
- Maintain accurate onboarding records and track each partner's progress from signup through setup, training, activation, and successful launch.

- Identify common onboarding challenges and partner feedback, and work with the wider KOKSIN team to continuously improve the onboarding experience.
- Build positive relationships with our partners and ensure they have a professional and welcoming experience when joining KOKSIN.

Requirements

- Strong communication, interpersonal, and customer service skills.
- Comfortable speaking with business owners, managers, and staff and explaining technology in a simple and easy-to-understand way.
- Organized and able to manage the onboarding of multiple businesses at different stages.
- Patient, proactive, and willing to help partners learn how to use a new platform.
- Comfortable using computers, mobile applications, and web-based platforms.
- Good attention to detail when entering and reviewing business information, services, schedules, and other account settings.
- Able to work independently while collaborating closely with Sales, Product, and other members of the KOKSIN team.
- English and Khmer language skills are a strong advantage.

Bonus Skills

- Previous experience in customer onboarding, customer success, account management, customer service, or technical support.
- Experience working with SaaS, booking, POS, CRM, ecommerce, or other digital business platforms.
- Experience training customers or staff to use software.
- Experience working with businesses in the beauty, wellness, healthcare, sports, automotive, or other service industries.
- Experience working in startups or technology companies.
- Basic troubleshooting or technical support experience.

What We Offer

- Flexible and fast-moving startup environment.
- Opportunity to work directly with businesses across Cambodia and help them adopt new technology.
- Hands-on experience with a growing Cambodian technology platform.
- Career growth opportunities as KOKSIN expands.
- Opportunity to progress into Customer Success, Account Management, Partner Operations, or team leadership roles.
- Work closely with the founders and wider KOKSIN team.

How to Apply

If you're interested, feel free to reach out via Telegram: **@koksin.kh**

Please include:

- Your CV or experience
- A short introduction about yourself
- Any previous customer service, onboarding, account management, training, or technology experience (if available).