

Customer Onboarding & Implementation Manager

Prism.fm | Full-time | Remote (US) | Reports to Director of Client Success

About Prism

Prism.fm is the leading booking and venue management platform for live music. Independent venues, promoters, performing arts centers, and agencies use Prism to book shows, manage offers and settlements, and run their business. We are a fast-paced, entrepreneurial team where your work directly shapes how hundreds of venues operate every day.

The Role

You will own customer onboarding at Prism from closed-won through go-live and handoff to Customer Success. As the first role at Prism dedicated to implementation, you will help customers reach first value quickly while refining and scaling our onboarding playbook.

At our current pace, you will manage roughly 9 to 10 new onboarding starts each month and 15 to 16 active implementations at a time, ranging from structured, multi-session implementations for mid-market and enterprise customers to streamlined sessions for independent venues and a self-guided track. Expect about 80% of your time on onboarding and implementation and 20% operating our digital onboarding and tech-touch programs, with customer implementation commitments taking priority.

What You Will Do

Onboarding (primary)

- Own guided implementations for mid-market and enterprise customers, from kickoff and project planning through configuration, data migration, training, launch, and handoff.
- Deliver focused, single-session onboarding for independent venues and promoters, and manage the onboarding queue, schedule, and customer dependencies.
- For complex performing arts center and enterprise implementations, partner with our Customer Solutions Engineer, who owns solution design and technical configuration. You will own the project plan, customer cadence, training coordination, launch readiness, and handoff to the ongoing CSM.
- Set clear expectations, manage scope and dependencies, identify blockers early, and maintain accurate implementation status so projects do not slip quietly.
- Refine and scale our implementation playbook, templates, handoff criteria, and reporting as volume and customer complexity grow.
- Own and continuously improve the self-guided onboarding track (in-app guidance, help center onboarding content, milestone emails).
- Own onboarding performance reporting, including time to launch, activation, onboarding CSAT, and handoff completeness. Partner with CS on early-tenure retention as a shared outcome.

Scaled success operations (secondary)

- Operate and improve automated playbooks in Vitals for the tech-touch portfolio, including lifecycle emails, health signals, and renewal and risk flags.
- Run monthly group office hours, identify recurring onboarding content gaps, and coordinate targeted updates to help center and in-app AI content.
- Surface churn and expansion signals from the tech-touch base to the Director of Client Success; this role does not own ongoing account management for the portfolio.

What We Are Looking For

- At least 2 years in implementation, onboarding, customer success, project management, or technical account management, ideally in B2B SaaS. More experience is welcome.
- You run a tight project: multiple concurrent onboardings, each with dates, dependencies, and stakeholders, none of them slipping quietly.
- Strong live trainer and facilitator: you can hold a room (or a Zoom) of busy venue operators and make software click.
- Comfort with data migration mechanics: spreadsheets, imports, field mapping, data validation, and the patience to get them right.
- Strong written and asynchronous communication, with the judgment to set expectations, manage scope, and escalate risks early.
- Experience designing and owning onboarding or implementation processes. You can improve a repeatable system while continuing to deliver the work inside it.
- Hands-on experience with Claude, using it daily to automate workflows, draft content, and analyze data. Experience with Claude Cowork or agentic AI tools is a strong plus.
- Interest in live music and events. You do not need industry experience, but you should care about the customers.

Nice to Have

- Hands-on experience with a CS platform such as Vitally and a CRM such as HubSpot.
- Experience in the live events industry (venues, promoters, ticketing, agencies).
- Experience building or improving a self-serve or digital onboarding motion.
- Prior work on a fast-paced, entrepreneurial team where you built the process you then ran.

Compensation and Benefits

- Competitive base salary, commensurate with experience.
- Additional variable compensation based on a balanced scorecard of time to value, launch quality, customer experience, activation, and shared early-tenure retention outcomes.
- Prism benefits include health coverage, flexible vacation policy, and remote-first work.
- \$1,500 annual wellness benefit.
- Free concert tickets for you and a coworker.
- 1 quarterly recharge (PRISM) day.

How to Apply

Send a resume and a short note describing an onboarding or implementation program you ran or improved, and what you measured, to bblevins@prism.fm.