



Customer Success Manager (Sales Operations)

LOCATION: Ely, Cambridgeshire
SALARY: Competitive

An empty treadmill isn't compelling, but once someone steps on it, the stories are limitless. Our goal is to connect people emotionally to their fitness journey. We are a global team coming from different cultures and backgrounds with a shared passion to achieve and live our mission of empowering the world to work out, creating healthier lives together.

Over the past 50 years we have built partnerships across the UK to deliver the industry's widest range of premium cardio, strength and group training products to create unique fitness solutions for both facilities and exercisers. Elevating our partnerships further by adding value through inspiration, education and creation.

Inspire. Innovate. Make an impact! Join our team!

JOB OVERVIEW

Leading the Customer Success team, you will play a vital role in ensuring our customer success by maximizing their satisfaction and retention, the ultimate aim being to drive revenue growth by elevating the customer experience at all touchpoints throughout their customer journey.

You will collaborate with cross-functional teams such as Marketing, Supply Chain, Finance, Service and Human Resources, to ensure seamless operations, identify pain points and understand customer needs. With a passion for continuous improvement, you will use the insights and data to listen, identify and drive opportunities to enhance the customer experience, elevating Life Fitness as a 'Partner of Choice'.

Acting as a key link between Marketing and Sales, and responsible for overseeing the CRM system (Salesforce) you will help set our teams up for success by providing training and support, developing and implementing process improvements which drive our local growth strategy.

As part of the UK Management team, you will operate with a relentless passion for success, creating a high performing team that is motivated and stretched to deliver in line with our strategic priorities and core values.

To excel in this role, you must have excellent analytical skills, strong attention to detail, and the ability to effectively communicate and collaborate with various stakeholders. You must also have a deep understanding of sales processes, a strategic mindset, and the ability to adapt to a fast-paced and dynamic environment. You will need to be proficient in using CRM software, preferably Salesforce.



RESPONSIBILITIES

People

- Create and execute on strategies which deliver on inside sales, sales support and customer retention
- Create and lead a high performing team that is motivated and stretched to deliver in line with our strategic priorities and core values.
- Collaborate with HR Business Partner to build sustainable teams that are set up for success through effective team design, appropriate reward and recognition approaches, talent development and succession planning
- Ensure KPIs, objectives and recognition plans drive key behaviours in line with our strategic pillars and core values
- Train and support wider sales representatives on sales processes and tools in collaboration with Sales Directors
- Collaborate with cross-functional teams to define and implement an exceptional customer journey
- Work closely with marketing to drive success stories back into the market creating brand advocates
- Embody and embed our strategic pillars and core values to underpin Life Fitness as a Partner of choice

Customer

- Develop and maintain strong relationships with clients to ensure their satisfaction and retention.
- Provide exceptional customer service by promptly addressing customer inquiries, escalations and resolving any issues or concerns
- Collaborate with cross-functional teams to identify customer pain points and drive continuous improvement to the Customer experience with the ultimate aim to improve overall satisfaction and loyalty
- Lead the team to produce high quality, bespoke tenders in conjunction with members of the UK Sales Team and ensure that all documents produced for the UK Sales team are accurate, well presented and issued in a timely manner

Performance

- Embed a 'continuous improvement' culture, working alongside key stakeholders to encourage and develop team capabilities, supporting better 'end to end' awareness of interdependencies and enhancing overall customer experience
- Champion the customer journey and drive approaches to ensure pipeline management, service contract sales and retention KPI's are delivered



- Be accountable for the entire service contract lifecycle from initial contact through to quotation, sale, invoice and scheduling of service visits through to subsequent renewal
- Implement and monitor metrics to measure the success of customer journey initiatives to deliver insights and inform strategy e.g. CSAT ,NPS , regular customer check-ins
- Develop and implement process improvements to enhance team efficiency and effectiveness
- Drive customer engagement and retention through targeted initiatives
- Oversee and optimize the CRM system to support sales operations / Maintain CRM efficiency across the team and wider sales team
- Provide accurate and timely forecasts of contracted related revenue as required

COMPETENCES

- Proven experience in customer success, sales, client relationship management, or a similar role preferably in a B2B environment
- Excellent interpersonal and communication skills, with the ability to build and maintain strong relationships with clients.
- Strong problem-solving and analytical skills, with the ability to identify and address issues in a timely manner.
- Exceptional organizational and time management skills, with the ability to prioritize and multitask effectively.
- Familiarity with CRM software, like Salesforce, and proficiency in Microsoft Office suite
- Strong organizational and time management skills to handle multiple tasks and deadlines effectively
- Self-motivated with a results-oriented mindset
- Knowledge of sales processes and strategies
- We're looking for people that thrive on being given a problem and finding a solution. We're looking for people who are comfortable when they need to say no; who aren't afraid to challenge the status quo and push back on stakeholders where appropriate

ADDITIONAL COMMENTS

You'll be working in an inspirational and active environment empowering everyone to work-out, but also work hard to push themselves to achieve ambitious goals. We offer a challenging position in a dynamic and supportive environment, competitive compensation, and a great work atmosphere! This is an excellent opportunity for those who are looking for a role that will help them develop as a sales professional.

If you are confident that you are the person we are looking for, please send your covering letter and CV directly to uk.careers@lifefitness.com !