

Trial & Implementation Executive

About Lightfoot

Lightfoot is a high-growth technology company based just outside Exeter. Lightfoot has been described as ‘the Fitbit for cars’ and is an award-winning, government-supported technology that plugs into the vehicle and helps drivers find their engine’s sweet spot.

Lightfoot rewards drivers who achieve ‘Elite Driver’ standard with a wide range of prizes, discounts and other benefits; from cheaper car insurance to a year’s supply of pies...

Lightfoot drivers are up to 20% more fuel efficient than your average driver and have 40% fewer accidents, so we are making our roads safer, our environment cleaner and our motoring less expensive. Lightfoot has been disrupting the fleet sector since 2014 with its all-new approach and has customers including Virgin Media, Dyno Rod, South West Water and many more.

This year Lightfoot is also launching to the consumer market so that every driver can be rewarded for better driving.

The Lightfoot team has grown from 25 to 60 in the last 9 months alone. We are based from our new state of the art facility near Chudleigh where you will find a fast paced environment and a dedicated team driven to making driving fun, social and rewarding.

Job Outline

Reporting to the Head of Sales, the Trial & Implementation Executive is responsible for ensuring our trials are executed successfully, converting trials in to customers. The Trial & Implementation Executive will liaise with potential customers to co-ordinate the start of trials, maintain regular contact and training throughout and conduct end of trial meetings.

Once a trial is converted, the team member will then utilise the experience gained with the customer to implement the customers fleet with Lightfoot technology.

Roles & Responsibilities

- Coordinate and administer Lightfoot trials with prospects to maximise likelihood of successful transition to full customer
- Book in customer trial & implementation calls to ensure regular touchpoints
- Maintain and update all data, documents and workflows relating to trials & implementations including Salesforce CRM.
- Work with the Engagement team on trial leagues and trial communications
- Co-ordinate with our field-based engineering function to ensure efficient installation of technology into fleets for trials and contract roll-out
- Conduct regular checks on customer data including settings and reports to ensure the ‘health’ of the fleet and smooth running of the trial
- Ensure portal set up and reporting for customers is correct – provide customer training where needed
- Monitor trial customer DNRs and ensure all are acted on promptly
- Attend off-site business meetings where applicable and required for the trial & implementation

- Ensure a smooth and efficient roll-out of a new customer is achieved with a clean handover to Account Management
- Perform ad hoc tasks as required by the business from time to time.

Desired qualifications, skills and experience

- Experience in a customer-facing role is **essential**
- Outstanding customer relations skills are **essential**
- The ability to problem solve using own initiative is **essential**
- Strong organisational skills are **essential**
- The ability to prioritise workload is **essential**
- Experience using Salesforce CRM is **desirable**

Personal characteristics

- Able to work both independently and in a team
- Confident in all forms of communication
- Driven to deliver results
- A good team player
- Organised and attentive to detail
- Personable and outgoing, with a good sense of humour

Salary & Benefits

- A competitive salary depending on experience
- Membership of employee bonus scheme
- Outstanding quality of life
- 24 days leave entitlement plus Bank Holidays
- Childcare voucher scheme
- Your own Lightfoot and associated benefits

Location

Chudleigh, Exeter

How to apply

If you think this job is for you then why not email us, briefly summarising why you'd be great for the role and including a copy of your CV and your salary expectations, to work@lightfoot.co.uk