



Fleet Account Coordinator

About Lightfoot

We are Lightfoot, a high-growth technology company based just outside Exeter that is trying to make a difference worldwide, one driver at a time.

We help businesses and private motorists improve performance and safety. Our technology has been proven to reduce fuel use and emissions rates by 10-20%, and at-fault accidents and wear and tear by 40-50%.

All that from a clever little gadget made in the beautiful Devon countryside. Good, eh?

Our technology is pretty smart – it connects to your vehicle’s on-board computer and uses all of the live data it produces to analyse how efficiently you are driving. It’s similar to the way they analyse performance in Formula 1. Lightfoot turns all that data into simple feedback for you – the driver – so you know when you’re pushing your vehicle too far and can bring it back to maximum efficiency.

We’re a fun-loving bunch who are growing at an astonishing rate. Our headcount has more than doubled in 2018 and there’s no sign of it letting up in the future. We’ve moved into a brand-new, state-of-the-art office near Chudleigh (which was voted Exeter’s ‘Best Workspace’) and are excited to keep growing the Lightfoot family with like-minded, passionate individuals.

Job Outline

Reporting to the Head of Account Management, we are seeking another full-time employee to join the team, as our fleet customer base has grown to such a level that we require more administrative support for our customer accounts.

We work hard to ensure our clients receive a tailored approach and pride ourselves on our close relationships with our customers: our aspiration in every instance is to become so trusted that we are viewed as an extension of their own workforce.

Working alongside our Fleet Account Managers, the successful applicant will act as a support to the department in continuing to provide the level of service which we desire.

Role and Responsibilities

- Provide ongoing account support by email and phone to customers, including technical assistance, working alongside Account Managers
- Actively monitor non-reporting units and work closely with Customer Support team to resolve issues and minimise numbers
- Monitor health of assigned fleets, provide reports to Account Managers and discuss opportunities for improvement



- Activate and advise on reporting requirements and ensure all reporting for allocated accounts is correct and up to date
- Become a Lightfoot portal champion for assigned customers and develop an in-depth understanding of individual customer wants and needs. Assist Account Managers with remote access training where needed
- Contribute to the upselling of Lightfoot products and functionality
- Provide feedback and ideas to technical / development teams
- Record, update and maintain customer data and customer interaction on the CRM system
- Attend occasional customer visits and/or trade events

Desired qualifications, skills and experience

- Strong organisational and administrative skills are **essential**
- Excellent communication skills and telephone manner are **essential**
- Prior experience working in a customer-focused role is **preferable**
- Experience of Salesforce CRM is **desirable**

Personal characteristics

- Personable and social
- Honest, credible and trustworthy
- Attentive to detail
- Comfortable working in fast-paced environment

Salary & Benefits

- £18,000 - £20,000 depending on experience
- Membership of employee bonus scheme
- Outstanding quality of life
- 24 days leave entitlement plus Bank Holidays
- Your own Lightfoot device 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, including a copy of your CV to work@lightfoot.co.uk