



Customer Onboarding & Account Administrator Associate

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%.

Our technology 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 performance is analysed 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. 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

As part of our rapid growing organisation, we are looking for a Customer Onboarding & Account Administrator Associate to support the Customer Onboarding and Account Management teams by providing administrative support to assist the onboarding projects and customer account management administration. This is a customer focussed role that requires an individual with excellent internal and external customer service. The successful candidate will be a highly motivated and have a keen eye for details. They will enjoy working as part of a team, and thrive from seeing their customers helped.

Responsibilities

Onboarding Support Activities:

- Regular updating of Salesforce CRM with all customer data, contact details etc.
- Regular cross checking of customer accounts to maintain good levels of customer Service.
- Setting up of Lightfoot Management Portal for new customers
- Carry out Vehicle Templating on the Lightfoot Portal
- Uploading Fleet details to the Lightfoot Portal
- Setting up and attending Customer Meetings (usually online) and phone calls
- Provide customer training around our portal, ensure all reporting and assignments are set up correctly.

Account Management Supporting Activities:

- Administering Fleet updates onto the Lightfoot Portal (where required for larger fleets)
- Complete regular portal tidies for all fleets
- Co-ordinate Bespoke data / report requests
- Respond to (less complex) Portal Cases when required
- Co-Ordinate (but not lead) internal investigations / problem resolution
- Monitor units in 'blind mode' and liaise with AM to resolve

General Requirements:

- Perform ad hoc tasks as required by the business.
- Be a customer champion, living and breathing the values of the Customer First Charter.



- Take the lead on Customer Communications for Onboarding Customers with small fleets (Typically Sub 10)

Desired qualifications, skills and experience

- Experience in a customer-facing role is **essential**
- Strong organisational skills, attention to detail and data accuracy are **essential**
- Excellent communication skills are **essential**
- Excellent customer service and all-round communication skills is **essential**
- The ability to solve problem using own initiative is **essential**
- Comfortable working in fast-paced environment is **essential**
- A working knowledge of Microsoft Packages is **essential**
- Basic education including good Maths and English is **essential**
- Understanding of equality & diversity in the work place is **essential**
- Outstanding customer relations skills is **desirable**
- Ability to communicate effectively with staff and external contacts at all levels is **desirable**
- Experience using Salesforce CRM is **desirable**

Personal characteristics

- Personable and social
- Driven and enthusiastic
- Honest, credible and trustworthy
- Self-motivated and highly organised

Salary & Benefits

- Up to £22,000 depending on experience
- Membership of employee bonus scheme
- 24 days leave entitlement plus Bank Holidays (pro rata) plus your birthday off
- Health and dental support
- Your own Lightfoot and associated benefits

Location

Chudleigh, Exeter

(Working from home at present, due to Covid19)

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, to work@lightfoot.co.uk