



Fleet Account Manager

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, Boots and Alliance Healthcare, 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 Account Management, the Fleet Account Manager is responsible for maintaining long term, trusting relationships with our customers. The role is to oversee a portfolio of assigned customers, generate new business from existing clients and actively seek further opportunities.

Acting as the lead point of contact for your assigned customers, you will be expected to answer queries and become a trusted advisor to further improve the customer experience.

Role and Responsibilities

- Implement, manage and develop positive working relationships with multiple customer accounts
- Create and execute implementation plans for all new Lightfoot customers to ensure they onboard successfully and smoothly
- Assist customers in making best use of Lightfoot including organising training for managers, drivers and other staff
- Generate sales and revenue among customer accounts – identify opportunities for growth and upsell of additional Lightfoot products
- Manage customer renewal process to achieve set customer renewal KPIs

- Communicate evolving customer requirements and suggestions to internal development team
- Work as part of a team to develop and implement marketing, support and engagement strategies
- Record, update and maintain customer data and customer interaction on the CRM system
- Work closely with other colleagues who also have interaction on the same accounts to ensure consistent service to customers
- Attend and schedule customer visits, presentations, and site training

Desired qualifications, skills and experience

- Experience of running B2B accounts is **essential**
- Outstanding customer relations skills are **essential**
- Ability to multi-task across and meet deadlines is **essential**
- Exceptional oral and written communication skills is **essential**
- First-class problem-solving & analytical skills is **essential**
- Working knowledge of Microsoft packages is **essential**
- Experience in the transport services sector is **desirable**

Personal characteristics

- Efficient, proactive
- Driven to deliver results
- Confident
- A problem solver, able to use own initiative

Salary & Benefits

- Competitive Salary
- Membership of employee bonus scheme
- Outstanding quality of life
- 24 days leave entitlement plus Bank Holidays
- Childcare voucher scheme

Location

Chudleigh, Exeter, however, will be required to travel across the UK.

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 and salary expectations to work@lightfoot.co.uk