

Trials Associate

Lightfoot is an award-winning, government supported technology that is proven to make our roads safer, our environment cleaner and our motoring less expensive. Our product has been described as the Fitbit for cars. It is ground-breaking and disruptive. We will be continuing our rapid growth into 2021 and our ambition is to become a \$billion business.

As part of our rapid growth, we are looking for an exceptional, innovative and highly motivated individual to contribute to and share in the success of our experienced and ambitious sales team. Your focus will be on creating meetings with businesses who operate car and van fleets who would benefit from seeing our technology demonstrated.

Job Outline

The Trials Associate will support the team to deliver a smooth and engaging customer journey through the trials process. They will be able to demonstrate their ability to manage a varied workload, using an organised and detailed approach to tasks in a timely yet professional manner, as part of a fast-paced team.

Roles & Responsibilities

- Process incoming trial requests
- Coordinate and administer Lightfoot trials with prospects to maximise likelihood of successful transition to full customer
- Keep regular communications with key stakeholders, internal and external customers
- Gather vital information from customers to be able to set up their account
- Regular updating of Salesforce CRM with all customer data, contact details etc
- Managing customer expectations around deadlines and keeping in regular contact with them
- Working with various technology platforms to ensure setting up smooth trials
- Regular cross checking of customer accounts to maintain good levels of customer service
- Provide customer training around our portal, ensure all reporting and assignments are set up correctly

Desired qualifications, skills and experience

- Experience in a customer-facing role - **essential**
- Outstanding customer relations skills - **desirable**
- The ability to solve problem using own initiative - **essential**
- Strong organisational skills - **essential**
- The ability to prioritise workload - **essential**
- Experience using Salesforce CRM - **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 good attention to detail
- Personable and outgoing, with a good sense of humour

Salary & Benefits

- Starting at £20,000 depending on experience
- Hybrid working
- Membership of employee bonus scheme
- 24 days leave entitlement plus Bank Holidays (pro rata) plus your birthday off
- Health and dental support

Location

- You will be based at our award-winning office just outside Exeter

How to apply

If you think this job is for you then why not email us your CV to [**work@lightfoot.co.uk**](mailto:work@lightfoot.co.uk)