



Fleet Account Manager

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 are excited to keep growing the Lightfoot family with like-minded, passionate individuals.

Job Outline

Reporting to the Client Services Director, 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

- Develop, maintain and manage positive working relationships with multiple customer accounts
- Take the lead in onboarding new Lightfoot customers, working with your colleagues to build excellent working relationships from the outset, consistently follow the onboarding processes to ensure our relationships with new customers get off to a flying start.
- Create and execute strategic plans for all customers in your portfolio to ensure Lightfoot adds demonstrable value to the Customer organisation.
- Assist customers in making best use of Lightfoot including organising training for managers, drivers and other staff
- Ensure that Customers have access to and understand the most appropriate data and reports for their business, enabling them to get the most out of Lightfoot.
- 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
- Provide effective forecasting for upsell opportunities and renewals across your portfolio of customers
- 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 (Currently Salesforce)
- Work closely with other colleagues who also have interaction on the same accounts to ensure consistent service to customers
- Attend and schedule video calls, customer visits, presentations, and site training
- Act as ‘Product Manager’ for Lightfoot Products
- Occasional travel is required



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

- Range £27,000 - £30,000 per annum
- Hybrid working
- 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

- There is the opportunity for Hybrid working (office & home working). Office space based on the outskirts of 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, to work@lightfoot.co.uk