

# CUSTOMER SUCCESS CONSULTANT

## Hours of Work for the Role

This is a full time position of 40 hours per week (5 days out of 7)

## Reporting Structure for the Role

This Role reports to the ClubWise Customer Success Manager and provides support services to ClubWise's customers.

## Company Overview

ClubWise is a market leader in the UK and Australia and is used by over 1000 customers. ClubWise integrates Club Management Software, Direct Debit Collection Services, Marketing, Referral Management and Retention Services, in a single, cloud-based solution, delivering tangible benefits to the Fitness and Leisure Industry.

## Summary

The primary purpose of the role is to provide training assistance to help all ClubWise customers maximize the benefits offered by the ClubWise system to help them to successfully grow their business.

The Customer Success Consultant is responsible for providing remote, classroom and onsite training as well as developing new training resources and initiatives.

You will be responsible for providing Anytime Fitness Clubs with support throughout their implementation, creating a positive customer experience.

You will be responsible for identifying the training needs of Anytime Fitness Clubs through the Health Check initiative, providing a degree of account management to help deliver agreed actions.

You are responsible for accurately capturing the customer's requirements so that all modules, users and online facilities are setup in accordance with the customer's specifications.

You will ensure all new customers have completed all necessary forms, MSAs and other agreements at the start of the process.

You are responsible for the preparation and distribution of customer welcome packs including up-to-date user manuals.

You are responsible for ensuring that any required merchant applications have been facilitated during club set up.

You are responsible for the planning and delivery of all required customer training, including presale online joining training, in line with the needs of the customer.

You will work with other ClubWise departments to resolve any bottle necks in the club set up process, enabling a seamless implementation that provides an excellent customer experience.

You are responsible for completing all new setups within 28 days from start to finish.

You will collect, measure and monitor all customer feedback to continuously adapt and improve our implementation and training programs.

You will be responsible for conducting health checks on new and existing Clubs to identify learning gaps and help them make the best use of ClubWise.

You are responsible for tracking the progress of all new Anytime Fitness Club setups and reporting to relevant stakeholders.

You will perform account management duties, when required, to ensure a good customer experience and maximize the customer's utilisation of ClubWise leading to improved retention.

You will be responsible for conducting in-house training as necessary to show staff how to use new features and modules being released.

You will be responsible for the organization and delivery of remote training on specific subjects or modules as required.

The Customer Success Consultant will also be required from time to time to provide first line customer support to all Clubwise customers in the UK when cover is required.

## **Required Skills**

- Excellent communication skills, both verbal and written.
- Excellent client management skills
- Excellent organizational, time management and prioritization skills
- A self-starter, able to take on responsibility and ownership of tasks and issues.
- Thrive on delivering and excellent customer experience at all times.
- Good reasoning, listening skills and common sense to extract key points quickly.
- A fast learner who can quickly become a ClubWise expert.
- Enjoys problem solving and reaching resolutions quickly and effectively.
- Computer literacy and familiarity with basic website and email technologies.
- Ability to work under pressure whilst remaining professional at all times.

## **DESIRABLE SKILLS**

- Experience of using club management software in a health club environment.
- An interest or experience in the health and fitness industry.
- Previous Help Desk, Application Support and/or IT support experience.
- Be current on appropriate FCA compliance modules

## **Disclaimer**

Whilst every care has been taken to make the above Job Description as relevant as possible, this is not an exhaustive list however and other duties and tasks may be assigned in light of the business' requirements. The person fulfilling this role may be required to perform other related duties as assigned, from time-to-time. All Job Descriptions are reviewed annually and may be amended sooner when significant changes are introduced.