

Client Success Manager



Title:	Part-time Client Success Manager (6-8 hours a week)
Status:	Exempt
Department:	Finance
Reports To:	Head Coach
Location:	Clarksville, Indiana

BASIC FUNCTION

The Client Success Manager position supports the company initiatives through a range of administrative activities which center around making each client feel appreciated.

PRIMARY RESPONSIBILITIES:

1. Achieve Company's Sales and Quarterly Rocks
 - A. Understand and execute the Savoy Fitness Sales and Cancellation Process
 - B. Manage new and current client relationships via various forms of communication
 - C. Report weekly Key Performance Indicators
 - D. Completes credit card disputes in response to chargebacks

2. Manage office resources, supplies & environment
 - A. Performs general administrative duties that include but are not limited to: answering the phone, greeting guests, photocopying, faxing, creating client folders, mailing, printing stamps, filing, and cleaning.

3. Implement Social Media Strategy
 - A. Create photo and video content for social media platforms
 - B. Analyze Client of the Week and record information for image creation
 - C. Perform Marketing meeting with owner
 - D. Distribute monthly announcements

GENERAL DUTIES AND RESPONSIBILITIES

1. Attends Savoy Fitness related meetings, as required.
2. Establishes individual goals which are aligned with Savoy Fitness's business strategies and objectives.
3. Functions as a contributing member of the department's team and other teams, as assigned.
4. Models Savoy Fitness' Core Values
5. Performs other duties as assigned by management.

REQUIREMENTS

1. High School Diploma or equivalent
2. Proficient in Microsoft Office products, Google Docs and general technology
3. Experience in administrative tasks
4. Must be able to communicate effectively verbally and in writing with customers and coworkers
5. Detail and task oriented
6. Able to work in a fast-paced environment
7. Flexible morning schedule: Ability to work 6-8 hours a week minimum, 9:00am to 12:00pm

ADDITIONAL REQUIREMENTS

- Working Conditions: This position involves working within an indoor office environment around general office equipment and may include non-traditional hours including evenings and weekends.
- Physical Requirements: The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.