

# Job Description for Customer Success Partner

Smart Health Clubs (SHC) is a US based Fitness Tech startup. We have the first, all-in-one, member engagement platform for Health Clubs and the solutions offered are:

- Class calendar, member booking and attendance
- Instructor substitution and payroll reports
- Virtual training - On demand video and live streaming
- Fitness Training and Nutritional counseling
- E-commerce

We firmly believe in providing the best-in-class onboarding experience to our customers. As the Customer Success Partner (CSP), your primary role will be to advise customers, onboard them and build a relationship with them.

## Responsibilities

As a CSP, you are the face of SHC and you own the relationship with the club. You will:

- Advise customers on how to best use the SHC platform for their unique needs with a liberal dose of encouragement and best practices.
- Engage customers through our 5 Phase Onboarding Process with diligence, adherence to the process and dollops of charm.
- Empower customers to rapidly master the SHC platform by conducting customer training sessions.
- Troubleshoot issues customers face and answer questions on email and over phone calls.
- Upsell new SHC modules to existing customers because you know them best and you know what they need.
- Create tech process documentation/content for our Knowledge Base (example- steps to add an Instructor on the SHC platform and assign the correct role to them).
- Be on the lookout for ideas to continuously improve and enhance the Onboarding process.

## Working Relationship and Hours

- Working Hours suitable only for night owls - Broadly from 6 pm IST to 3 am IST, but will likely need some flexibility there with earlier starts or delayed starts.
- Work from Home to start with, but likely to move to a co-working space in a couple of months.

## Qualifications and Skills:

- Preferably B Tech with or without an MBA. What is essential is an ability to quickly learn the technology and the platform. So, someone who is tech savvy and very curious and devoted to Apps and technology.
- 2-3 years' prior work experience will be perfect, but even less or more can be considered.
- Customer orientation: All businesses are people to people. So, do you think you can ooze love for SHC customers and be able to show that in every email, and every conversation, then you are our person.
- Outstanding communication skills both written and oral. Cannot say this enough: You are the face of SHC, you really need to build those relationships and have them eating out of your hands.

## Compensation

Yes, this is super important and we know it. Our range for this role is Rupees 6 to 8 lacs per annum. If you are tech savvy, curious, a self-learner and very, very high on energy, we want you. Send your resume to [Careers@smarthealthclubs](mailto:Careers@smarthealthclubs) and also a cover note of 3 paragraphs why you are a good fit for this role.

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Just between me and you – this is an awesome opportunity. In 2020 we grew from 30 clubs to 100 clubs. We are sitting on the cusp of a major growth spurt. The timing is perfect for you to hop on. Will tell you more when we talk.