



## **JOB POSITION: Client Success Team Lead**

**Full-time position, long term remote position: 30-40 hours a week**

B1 Strategy, a Florida-based business, specializes in helping experts and coaches attract their ideal clients for online health and fitness training programs.

As the Client Success Team Lead, you will play a crucial role at B1 Strategy by supporting our management team in nurturing client relationships. Your responsibilities will include facilitating day-to-day communication, addressing client needs and concerns, and overseeing requests and inquiries from clients and business partners through collaboration with internal teams.

The ideal candidate for this role will proactively identify opportunities to enhance client success and satisfaction, contributing to the overall growth and retention of our clientele.

We are looking for someone with strong organizational and administrative skills and a proactive attitude.

If you are attentive, driven, and passionate about helping our team and clients succeed, you could be the perfect fit for this role!

## **DYNAMIC, FAST-PACED, CULTURE**

- **ENVIRONMENT:** At B1 Strategy, we pride ourselves on our fast-paced and dynamic culture. Our team thrives in an environment that values innovation, agility, and continuous improvement. We believe in empowering our employees to take initiative and drive positive change for the partners and clients we support.
- **TEAM:** We prioritize both professional and personal growth. You'll experience a workplace where intellectual curiosity is rewarded, and every team member is given the opportunity to flourish.
- **CONTINUOUS LEARNING:** We're firm believers in continual learning. Asking questions is encouraged, and mentorship and upward growth opportunities are readily available.
- **PERKS:** Competitive salaries, robust bonus structures, and a flexible PTO schedule are just a few of the perks you'll enjoy as part of our team.

## **JOB RESPONSIBILITIES & REQUIREMENTS**

### **RESPONSIBILITIES:**

- Providing administrative support to the Client Success Manager, such as managing calendars, scheduling meetings, note-taking, and organizing documents.



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- Acting as a point of contact for clients, addressing inquiries, concerns, and requests in a timely and professional manner via e-mail, text messages, and sometimes phone calls.
  - Coordinating meetings, appointments, and follow-up actions with clients and internal teams.
  - Assisting in the onboarding process for new clients, including gathering necessary information and facilitating the setup of accounts or services.
  - Collaborating with internal departments such as sales, fulfillment, and operations to ensure alignment with client needs and objectives.
  - Assisting in the preparation and delivery of client presentations, reports, and materials.

## **JOB REQUIREMENTS**

### **MUST-HAVE:**

- Operate in the U.S. Eastern Time Zone
- Schedule Options (open to negotiation):
  - Monday-Friday; 9 - 5 PM US Eastern Time; or
  - Tuesday-Saturday: 9-5 PM US Eastern Time
- Laptop or desktop computer
- Solid internet connection (20-40 Mbps)
- Excellent level of English, both written and spoken (this is a must!)
- Ability to thrive in a fast-paced environment with competing priorities
- Ability to work with different software tools (training is available, but you must be tech literate)
- Ability to meticulously follow detailed Standard of Operations (SOPs) and written instructions
- Previous experience with customer support or client success, and communicating with clients
- Quick learner with a think-on-your-feet attitude to foresee the needs of our Client Success Manager, Business Owners, and our customers
- A commitment to upholding high standards of excellence, both for yourself and for our clients

### **Skills Required**

- English Reading: Advance
- English Writing: Intermediate
- Customer Support: Intermediate
- Admin Support: Intermediate
- Email Support: Intermediate
- Administration: Intermediate

## **COMPENSATION**

- **Competitive hourly pay based on experience, and English proficiency**
  - **Starting Salary \$1,000 (depending on experience and availability)**
  - **Contractors entitled to salary increases at predetermined and regular intervals**
- **Contractors entitled to bonus incentives to drive company growth**
- **Flexible paid-time-off (PTO) policy**