

## Head of Client Success



**Location:** LVL Downtown DXB & WFH



**Job Type:** Permanent



**Start Date:** September

### About LVL:

We have a simple mission at LVL: to create a happier, healthier world.

A digital wellbeing platform that caters to everyone's needs, regardless of their current state of wellbeing or where they work. LVL is a B2B app that is paid for by employers for their employees to keep them engaged and giving them the tools to prioritize their health & wellbeing, ultimately impacting productivity, engagement and retention in a time when this is many organizations' greatest challenge.

Whilst our client and member base is truly global, our operations are centered in Dubai and our engineering team in Canada. Our award winning product and offering is built on a set of values that put our teams wellbeing and growth first. We are a fast paced, open minded adaptable organization, excited by the challenge and opportunity in front of us.

### The role:

In this role, you will be responsible for overseeing all client relations and driving the adoption and usage of LVL solutions. Clients will consist of major international brands across a spectrum of industries.

You'll be responsible for building and leading a team, driving client success outcomes, metrics and enhancing the overall client experience.

You will also be expected to help set the overall vision while building our Client Success Playbook, as part of the strategic plan for the function; focusing on client engagement and driving growth through gross renewals and net retention

improvements.

You will be reporting to the **Chief Commercial Officer**, Sebastian Agren.

### Client Success:

The nature of our B2B enterprise level client business model means client success can not be a factor of the product alone. We require light touch, high level client success relationship management to ensure clients journeys with LVL are enjoyable and fruitful, delivering and surpassing the LVL platform & utilization expectations the client signed up for.

This role is a face to face relationship building role, showing off the power of our product, educating and analyzing client performance data to make high level recommendations. The role requires you to step in and play a pivotal role in onboarding, reporting, engagement and relationship management.

The client success team sits within the wider commercial team but also exert influence over engagement, product and content teams to ensure the business being developed is a reflection of clients needs.

### Your day to day:

- Develop and implement strategies to manage and grow client relationships, enhancing satisfaction, and retention.
- Define and execute high quality "success plan" for all dedicated accounts, supporting the CS team, aimed at adoption of the service by allowing the clients to drive the value based on their current and potential future use cases
- Client Engagement: building a meaningful relationship with the client account owners & other executive stakeholders. This shouldn't be simply a transactional/reactive relationship,

but instead one where you are top of mind & a trusted partner.

- Oversee and respond to the needs of clients, understanding their business objectives and ensuring they are exceeded. Implementing best practices for interactions, onboarding, support, account management, and success.
- Maintain a deep understanding of our product and speak with clients about the most relevant features/functionality for their specific business needs. Develop success metrics and performance indicators to measure client success.
- Collaborate with Sales, Product, and Marketing teams to align client success strategy with broader company objectives.
- Hire and lead a high-performing Client Success team, nurturing career growth, and providing ongoing mentorship.
- Champion Program Management: driving the champion program with clients to enable deep engagement penetration within clients.
- Account Administration: supporting the scheduling of Live Events, delivering engagement challenges/programs & supporting asset creation to drive adoption/engagement amongst client employees.
- Account Growth: presenting LVL's offering to stakeholders, to drive adoption of the digital platform, upsell of engagement packs, the uptake of future digital studios and ultimately revenue growth.
- Supporting/enabling the LVL marketing team to fully leverage the client relationship in LVL marketing and PR.

#### **What we're looking for:**

- Experience within a startup environment or within the corporate wellbeing space, where you've been a key player in a team that created a success story
- 5+ years of proven account managing or customer success experience with a successful track of retention and growth
- Successful in building, managing, and leading a diversified, multi-cultural team responsible for account management and/or customer/client success
- Strong sales instinct with excellent presentation and negotiation skills
- Self-Starter & highly motivated with an ability to think creatively, act instinctively and not be afraid to make mistakes
- A hands-on, hard-working, progressive individual who is a forward-thinking problem solver with high standards of operational excellence
- This role requires you to work independently with limited supervision, lead a team and solve difficult problems and influence others in the job area wider business.
- Ability to communicate effectively with team members in multiple locations/time zones and from multiple backgrounds
- Ability to gain the trust and confidence of others quickly, at all levels of seniority
- Fluent English is required. Any other language such as Arabic or French would be highly advantageous.

**LVL Benefits:**

- Unlimited access to the LVL platform & LVL studios (for yourself, friends & family)
- Comprehensive medical insurance via LVL's group policy (Cigna)
- Unlimited paid time off
- 4.5 day working week & Recharge Fridays (the last Friday of every month off!)
- 440AED p.m. wellbeing allowance