



### **French Key Account Executive – Job Profile**

Lifepilus manufactures and distributes high quality nutritional supplements direct to customers and generates new sales through referral by its independent associates. Those Associates in turn receive a commission or bonus for the volume of business they generate based on a layered commission structure.

We are an established and successful international business with great ambition and a team of enthusiastic people who are all dedicated to moving the business forward. Lifepilus Europe, as the name suggests, specifically supports customers throughout Europe and delivers our products direct to consumers throughout the region.

At Lifepilus, we follow a single guiding principle: helping people to feel good. For those looking to improve their health and lifestyle, we offer exceptional nutritional supplements, simple wellbeing advice and the opportunity to earn a supplementary income by running their own business.

#### **Overall Summary:**

As the business grows there is a need for constant and consistent communication and support with both our Associates and business service providers. Key Accounts work very closely with our Associates to ensure that they are continuing to make progress, to assist them in helping to refer more customers and to ensure that they maintain the integrity of the Lifepilus brand.

#### **The role will include but is not limited to:**

- The Customer Relationship Executive's role is to support our leading business builders. This is achieved by building relationships with existing, up and coming and new Associates at every level, ensuring effective communication between our Associates and the Lifepilus team.
- Providing recognition is at the heart of the role, ensuring that the achievements of our Associates are celebrated and acknowledged.
- The role provides support to key business builders, and thereby requires an in depth knowledge of LP systems, processes, rules and regulations, and having the ability to articulate information to our Associates in a professional manner.
- Taking ownership of tasks and projects, using all available resources to ensure that they meet a satisfactory conclusion.
- Playing a key role in planning and executing Bronze-visits.

#### **Customer Relationships:**

- A linguistic flair with the ability to provide translations both simultaneously and consecutively during visits and events from English to French and French to English.
- To build strong business relationships with our key business partners through all communication channels.
- Able to analyse data and identify key business builders and be proactive in establishing and developing strong communication links.
- Contribute to the recognition programme to ensure key Associates are acknowledged for their achievements.





- Initiate, manage and complete small projects effectively and independently or as part of a team.
- Provide excellent customer service to all Associates, through a high level of knowledge of LP products, order processes, services and events etc.
- Being a customer advocate within Lifepplus, representing our Associates' views and opinions to different departments and Lifepplus management.
- Assist in the organisation, coordination and execution of Bronze visits and company events.
- Attend Lifepplus events with a view to developing and maintaining relationships with all Associates.
- Cooperate with the Travel team on communication with our leading associates with regards to their travel to and from company-led events.

#### **The Candidate:**

- Able to analyse data and provide an overview of any findings.
- Can demonstrate a high level of accuracy and attention to detail.
- The ability to work independently and as part of a team.
- Able to speak/ write French and English to native level with another European language as desirable.
- Can demonstrate excellent customer services skills.
- Excellent knowledge of LP systems would be an advantage.
- Strong IT skills.
- Good organisational skills with the ability to prioritise workload.
- Able to work independently, also a strong team player.
- Excellent communication skills with both internal and external customers.
- Able to build new relationships from initial contact.
- Culturally aware.
- Strong problem solving skills.
- Able to work under pressure to tight deadlines.
- Prepared to travel on business.

#### **What we offer you:**

- Rewarding salary packages Contributory pension scheme of up to 5%
- Opportunity to buy & sell holiday
- Gym membership discounts
- Contributory hospital and health cash plan
- Discounts at leading brands and retailers
- Life assurance
- Relocation support package for anyone located 50 miles or more from Lifepplus House.
- Cycle2Work scheme
- Social events organised by our social committee
- Eye care vouchers
- Free Lifepplus nutritional and personal care products at work





**Hours and Days:**

Monday to Friday 37.5 hours per week (Weekend work and European travel will be required)

The responsibilities and attributes listed above is indicative it is not exhaustive and is not designed to limit or inhibit the way we work or how the role develops. This is intended to be a fluid document and indicates how we currently see the role.

- *Please note: The successful applicant will be required to undertake a criminal record check.*
- *Please advise us in advance if you have any special requirements if you are asked to attend an interview.*

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