

Onboarding Consultant DACH & International

As Virtuagym keeps on growing, we are now looking for a new face to complement our Client Success International team. As Customer Onboarding Consultant in our Customer Onboarding International team, you will be the first point of contact for our local clients/customers and manage their success! Will you join us in our quest to create a healthier and happier world?

This is a remote position in Spain, where you will be working for our Amsterdam office. You will be hired remotely through the Spanish entity of our global employment partner.

What this role looks like

As Customer Onboarding Consultant, you will be a key player responsible for the growth and development of Virtuagym as well as establishing a strong connection with our customers. You will add to the process of engaging and motivating our clients to use our software and expanding our customer base every day.

A good start is half the battle, so you make sure that new customers get value from their new software package as quickly as possible. This makes them successful with the software and with their business. So they can focus on making their customers healthier and happier.

With your listening ear and enthusiasm you give tailored advice and make sure your customers become Virtuagym fans.

You are responsible for the onboarding of your own portfolio of starting clients. You advise your clients in the software implementation from A to Z.

Through your service and involvement during consultations with your clients and the careful follow-up of issues, you ensure the highest possible customer satisfaction.

During your conversations, you quickly recognise which issues are important to the customer and you know how to focus on these in order to contribute to retention.

Some of your key tasks as Customer Onboarding Consultant

- Make our customers successful in the first few months of their lifetime and ensure customers see value in our product as soon as possible.
- Providing our customers with a high-quality and well-structured onboarding
- Hosting 1:1 consulting sessions
- Reach out proactively to ensure goals are met (in a timely manner).

Job requirements


- What you will bring to the team
- Prior experience with managing client communication, from call center, hospitality, events;

- Strong written and verbal communication skills in English and DACH (Native-level).
- You easily connect with people;
- You feel comfortable working with a lot of freedom and autonomy, ready to take responsibility and are ready to thrive working remotely;
- You are a true problem solver with great empathic skills;
- You're a fast learner and tech savvy;
- Strong organization and time management skills and ability to think outside the box.


Important note: please do apply if you meet 70%+ of the criteria. At Virtuagym we hire great people, not just resumes. If you can't check off a few requirements but are a fast learner, we'd love to hear from you!


Here's why you should join Virtuagym!

Benefits:


 Remote working from Spain, where you will be working for our office based in Amsterdam, the Netherlands;

 23 paid vacation days per year (based on a full-time contract);

 We provide your home office set-up and hardware;

 The Virtuagym Health Program: access to video-on-demand workouts and meditation through the VG platform and company-wide health & fitness challenges;

➔ Work from abroad (within Europe) for up to 12 weeks a year with a maximum of 4 consecutive weeks;

 Unlimited access to on-demand coaching with psychologists via chat, phone, or video call through the platform OpenUp.

About Virtuagym

Virtuagym is a leading and fast-growing innovator in the digital health and fitness domain, offering a Software as a Service solution and multiple native apps to users worldwide. We offer coaching and management solutions for trainers, studios, clubs and corporate wellness, all with the vision to make the world a healthier and happier place.

Virtuagym is an ambitious, passionate and multicultural team of talented people who want to create a healthier world for all. We believe in teamwork, challenging each other, being bold and adventurous, working lean, taking care of each other and sharing success. As a scale-up, we embrace our diversity, international character and our flat hierarchy that promotes great freedom, taking ownership and making a true impact. Our talented staff of 200+ employees are based out of two locations: Amsterdam, NL, and Medellin, CO.

Every day with us will be an opportunity to cultivate and evolve your personal and professional skills, as well as to make a significant impact on a global scale. At Virtuagym everyone can grow, whatever background you bring with you. We are not just colleagues, we are friends, willing to help and support each other. By joining us, you become a part of a joyful and energetic team.

Ready to join us?

Please do not hesitate to apply by clicking the 'Apply for this Job' button below! We will get back to your application within 10 working days.

For any questions on the vacancy, please get in touch with the recruitment team at recruitment@virtuagym.com.