

POSITION TITLE	Regional Account Executive
COMPANY	Les Mills United States Trading, Inc (LMUS)
EMPLOYMENT STATUS	Regular Full-Time
LOCATION	Works remotely at a metro location within their territory
HOURS OF WORK	Monday to Friday, 9.00am – 5.30pm (40 hours per week) Work outside of these hours may be required to meet job requirements
TRAVEL	Availability for regular travel as required
REPORTS TO	Director, Regional Account Executives
DIRECT REPORTS	None
POSITION SUMMARY	<p>The Regional Account Executive team is accountable for the achievement of net revenue growth in the Les Mills US business.</p> <p>This role will be accountable for achieving regional net revenue growth and club partner loyalty objectives.</p> <p>Specific responsibilities include:</p> <ul style="list-style-type: none"> - Achievement of net revenue growth targets and club partner loyalty targets and execution of the Les Mills value proposition - Develop strong relationships with the central operations teams to help them grow net revenue in their territory
KEY RELATIONSHIPS	<p>Develop and maintain excellent working relationships with:</p> <ul style="list-style-type: none"> • LMUS Customer Experience Leadership • Les Mills Instructor Experience, Marketing & Operations teams • Les Mills US partner facilities • Global Les Mills team • Industry network
SUCCESS LOOKS LIKE:	<p>KPIs achieved including but not limited to:</p> <ul style="list-style-type: none"> • Net billing growth in region • Attendance and revenue generated at seminars/webinars • Cancellation targets • Revenue and program depth per customer • Instructors certified per program per club • Partner Loyalty and/or Partner Net Promoter Score
ACCOUNTABLE FOR: The one ultimately answerable for the correct and thorough completion of the deliverable or task, and	<ul style="list-style-type: none"> • Prospecting Partners • Proposing to Partners • Closing Partner relationships • Developing the Les Mills value proposition per partner • Strategic touchpoints • Account retention

the one who delegates the work to those responsible.	<ul style="list-style-type: none"> Account growth
RESPONSIBLE FOR: Those who do the work to achieve the task.	<ul style="list-style-type: none"> Lead generation Prospecting Partners Proposing to Partners Closing Partner relationships Developing the Les Mills value proposition per partner Deliver the Les Mills value proposition Strategic touchpoints Account retention Account growth
CONSULTED ON: Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication.	<ul style="list-style-type: none"> Generate market awareness Implementation Issue resolution
INFORMED ABOUT: Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.	<ul style="list-style-type: none"> Invoicing of partners
KEY TASKS	EXPECTED OUTCOMES
We set out below general tasks, however detailed performance objectives will be agreed with the Director, Regional Account Executives.	
Territory management	<ul style="list-style-type: none"> Accountability for strategy, planning and execution to drive regional net revenue growth and customer loyalty. Work cross-functionally with the central operations team to meet regional net revenue and customer loyalty targets. Leading and reinforcing collaboration across multiple teams to meet company objectives.
Net revenue growth	<ul style="list-style-type: none"> Development and Execution of regional territory plans Ensure the number of qualified sales opportunities in the pipeline meets or exceeds targets All sales and retention tactics are in line with business plans and meet operational capability for delivery, with a focus net revenue growth Work cross functionally with Operations, IX and Marketing to achieve maximum potential revenue from partners Seen as 'trusted advisor' by partners being able to speak to a range of club operating challenges Attendance and proactive contribution to team meetings to drive the business forward

Les Mills Value Proposition	<ul style="list-style-type: none"> • Expertly deliver the Les Mills value proposition including but not limited to; <ul style="list-style-type: none"> - Partner Performance Reviews - Schedule analysis - Business sessions/webinars - Tracking of 'at risk' partners and working with the Account Manager to reduce the risk and prevent cancellation • Work strategically in partnership with the central operations team to deliver the Les Mills value proposition and help develop the operations team's skills and experience in delivering the Les Mills value proposition and industry knowledge and experience
General responsibilities	<ul style="list-style-type: none"> • Work as part of the Customer Experience team and wider Les Mills teams to deliver on company strategies and goals • Involvement in projects as and when required
Salesforce	<ul style="list-style-type: none"> • Update and maintain Salesforce consistently and accurately • Proactively utilize reporting and analytics provided from Salesforce by the central operations team to identify gaps in service, trends to mitigate or take advantage of and enlighten partners.
Values	<ul style="list-style-type: none"> • Role-model a high performing team and Les Mills values. • Identify opportunities for continual improvement
WHAT WE'RE LOOKING FOR	
SKILLS EXPERIENCE PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Proven ability to drive net revenue growth and club loyalty within a sales territory. • Proven ability to lead cross functional team relationships and achieve company objectives through influence rather than direct reporting relationships • Extensive personal account management, commercial and sales experience • Extensive industry knowledge and commercial astuteness • Excellent presentation skills, both to individuals and groups • Ability to travel regularly • Based in a metro location within specific territory with access to a hub airport • Demonstrates results agility: <ul style="list-style-type: none"> - Delivers results under time pressure and tough conditions, always 'owns it' - Inspires others to deliver results, whether People Leader or team member - Exhibits self-confidence and others feel confident when they're responsible for a project, task or team - Can deliver results with limited resources • Demonstrates change agility: <ul style="list-style-type: none"> - Creative and innovative

	<ul style="list-style-type: none">- Continually seeks new ways to do things and never says 'that's not my job' or 'that's just not how we do things'- Manages ideas to execution- Good at 'what if' scenarios- Resilient and approaches change positively• Demonstrates mental agility:<ul style="list-style-type: none">- Thrives on new challenges, ambiguity and complexity- Seeks root causes and looks for 'why' and 'how'- Combines multiple inputs/ideas for the best outcome- Collaborative and curious• Demonstrates people agility:<ul style="list-style-type: none">- Brings out the best in others- Talks so the audience understands and is able to monitor others for impact- Seeks new learning experiences and feedback and changes as a result- Able to provide constructive feedback and disagree, respectfully
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