

FOOT TRAFFIC

FORMULA

Company: Stacy Tuschl, LLC

Position: Accountability Coach

Reports to: Senior Director of Development & Operations

Job Type: Full-Time; Salary; Exempt

Stacy Tuschl, LLC - a High-Performance Coaching & Business Mentorship company - is currently looking for an ambitious and experienced Accountability Coach to join our rapidly growing Client Success team. This is a unique and dynamic full-time role that is perfect for an individual who desires to work with people and help them succeed. This individual will work directly with the Senior Director of Development & Operations to help guide, support and push for continuous progress as our clients go through our intensive business training programs. The Client Success department focuses on client retention, client upsells and client referrals.

Candidates must display high energy, exceptional organization and the ability to communicate in a clear and succinct way. We provide a structured program format for the coaches to facilitate - complete with templates, worksheets and a progressive curriculum. Ideal candidates will have business and / or coaching experience (athletic, business, etc) and can demonstrate the ability to confidently convey feedback and direction in a non-emotional, yet, supportive way. As an Accountability Coach with Stacy Tuschl, LLC., you must love systems and enjoy finding ways to consistently innovate for improved results. Communication skills, both written and verbal, will be the key determining factor for success. Furthermore, you must be willing to invest, heavily, in going through our programs and truly becoming an expert in the models and systems we teach. We are open to individuals who have sold a business of their own in the past or have had career experience that lends itself well to the key career requirements.

Responsibilities include:

- Conduct 25 minute accountability calls with FTF & PH members - meeting each requirement per the Accountability Call Audit Checklist.
- Go live weekly for specialized FTF coaching, as well as, conduct office hours in our private group to answer questions and support members on implementation.

- Proactively reach out to each of your assigned members 1x per week, at minimum, for check-ins and to ensure an accountability call is scheduled. In addition, should a member need additional coaching / accountability sessions, offer the member to purchase a 15 or 25 minute session with you.
- Daily documentation on progress of each member you spoke to and team communication around next steps.
- Responsible for tracking, measuring and documenting each member's progress and results.
- Invite members for laser sessions with Stacy or other team coaches as necessary - know which member's are showing up; join the live and tag the members who are not engaging.
- Solicit feedback and escalating questions, concerns and feedback to your manager.
- Yield consistent referrals and introductions to new potential clients from existing ones.
- Come up with innovative ideas, suggestions and proactive actions to be taken to grow - for yourself, as well as, the company.
- Correctly assess next steps and yield member testimonials driven by wins achieved in the FTF & PH programs

Metrics / Success Measured By:

- Ensure weekly member touchpoints are completed (minimum 85% engagement)
- Ensure no more than 10% of your assigned members (FTF & PH) have failed payments weekly.
- Ensure all email inquiries are responded to by the end of each day (5:00PM CST).
- Consistently support superior client success by focusing on member retention and promotion of the company referral program.

Requirements (Expected Proficiencies):

- High school diploma or equivalency
- Highly organized and able to multitask
- Self-driven and proactive nature
- Familiarity with email, internet, Apple OS, Google Apps
- Excellent written and oral communication skills required
- Passion for exceptional customer service
- Strong written and oral communication skills
- Exceptional problem solving skills

Additional details:

- Work Location: Fully Remote
- Wisconsin applicants preferred, but not required.
- CST applicants preferred, but not required. However, our CEO is located in Milwaukee, Wisconsin, and clients are nationwide. While you can be located anywhere, in any time

zone, company conference calls are required to be during business hours, 8AM-5PM, in Central Standard Time (CST).

- Company website: www.stacytuschl.com
- Company Facebook page: www.facebook.com/stacytuschl

Interested in this position? Please complete the information requested in this google form:

[Accountability Coach](#)