



Title: Business Coach & Programs Success Coordinator

Position Purpose

The Business Coach & Programs Success Coordinator role at Safi Media is dedicated to providing comprehensive business growth coaching to our clients. This pivotal position is not only responsible for ensuring the client's Jewel business success but also plays a crucial role in enhancing our program effectiveness, fostering strong accountability, and driving program renewals and referral networks.

Measures of Success

- Achieve a high client satisfaction rate through effective coaching and support
- Maintain a strong client retention rate, exceeding 30% renewal targets
- Demonstrate measurable client growth and progress in our program road maps and client outcomes
- Achieve a high program satisfaction rate among clients, reflecting the successful development and improvement of program content and tools
- Consistently meet or exceed key performance indicators (KPIs) related to client engagement and success

Role Objectives

- Create and design practical tools and templates within the program
- Provide personalized one-on-one coaching to clients, addressing their unique needs and goals
- Lead and facilitate group coaching and training sessions, fostering collaboration and shared learning among clients
- Foster a sense of accountability among clients, helping them stay on track with their program objectives
- Create and implement strategies to ensure client success and satisfaction.
- Build continued community engagement within our programs
- Collaborate with cross-functional teams to optimize program content and delivery.
- Monitor and analyze client progress, making data-driven recommendations for improvements
- Proactively identify and address client challenges, design and provide effective solutions
- Promote program renewals by demonstrating the value and impact of continued participation
- Stay updated on industry trends and coaching best practices to enhance service quality.



- Develop and implement strategies to ensure consistent client success and satisfaction, with metrics including program effectiveness, client feedback, and client outcomes.

High-level Overview of Role Responsibilities

- Conduct one-on-one coaching sessions to guide clients toward their growth goals
- Facilitate group coaching sessions, encouraging interaction and knowledge sharing
- Maintain accountability mechanisms to ensure clients stay committed to their program goals.
- Develop success plans and execute client success roadmap
- Collaborate with internal teams to enhance program effectiveness and content
- Analyze client data to track progress and recommend program improvements
- Address client challenges and provide and implement solutions promptly and effectively
- Advocate for program renewals by showcasing its value and benefits
- Be on top of industry trends and coaching best practices to deliver top-tier coaching and programming

Everyday Role Expectations

Role Environment

- Work from home
- Some company travel
- Facilitating and leading virtual calls and meetings
- Maintain complete confidentiality around client and business information
- Manage time accordingly to meet the expectations of this role
- Your role is to ensure you're clear on the responsibilities of other team members so you know where to go for help. When in doubt, ask on standup!
- Proactively ask for support if you are struggling to meet your objectives (struggling is ok! Not communicating this and asking for support is not OK).
- Elegantly dressed at business events.
- Repetitive mental activities
- Full-time employees are prohibited from engaging in external contract work that pertains to Safi's core business activities

In this role, your contributions will be instrumental in Safi Media's mission to empower clients and drive their growth and success using the Jewel Business Framework. Your dedication to client coaching, accountability, and program success will directly influence the achievement of client objectives, high retention rates, and program renewals, making you a cornerstone of our organization's continued impact and success.

Apply - [HERE](#)

