



Renewal Specialist

Status: Full-Time

Reports To: SVP, Client Experience

Start Date: May 2025

Location: Remote, Canada

Company Overview

LifeSpeak Inc. is the leading whole-person wellbeing solution for employers, health plans, and other organizations. Our suite of digital solutions empowers individuals to live their healthiest lives by providing best-in-class content and expertise at scale. As the parent company of LIFT Digital, ALAViDA Health, Torchlight, and Wellbeats, LifeSpeak Inc. offers a flexible portfolio of wellbeing solutions spanning mental health, wellness, fitness, nutrition, substance use, and caregiving. With more than 30 years of collective experience, we work with Fortune 500 companies, government agencies, insurance providers, and more to enhance workplace performance outcomes through data-driven insights and digital solutions.

At LifeSpeak Inc., we live by our core values:

- **Passion** – Operate with urgency, enthusiasm, initiative, and commitment.
 - **Authenticity** – Foster meaningful connections with a genuine approach.
 - **Integrity** – Act with honesty, credibility, and reliability.
 - **Innovation** – Lead the wellbeing industry with creative engagement strategies.
 - **Collaboration** – Work as a TEAM to achieve our business objectives.
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Job Description

The LifeSpeak Renewal Specialist is responsible for ensuring timely and successful contract renewals, maximizing client retention and revenue growth by managing the renewal process, engaging with clients, and collaborating with Account Management, Partner Success, and Sales teams.

Responsibilities:

Managing the Renewal Process:

- Oversee the end-to-end renewal process, from identifying upcoming renewals to closing deals
- Ensure timely and successful contract renewals

- Maintain accurate records of client interactions, renewal processes, and agreements
- Prepare renewal quotes, documents, and notifications
- Develop playbook for renewal engagement aimed at maximizing revenue retention

Client Engagement:

- Proactively engage with clients to understand and align client's business needs and goals to generate renewal quotes
- Actively engage with key decision-makers to identify client requirements and uncover roadblocks to ensure on-time commitments; negotiating and executing renewal contracts (in partnership with legal) that align with client goals
- Negotiate contract terms and conditions to maximize client retention and revenue
- Identify and facilitate upsell or cross-sell opportunities to maximize client growth

Collaboration:

- Work closely with Account Management, Partner Success Management, Sales, Operations, and other cross-functional teams to develop and execute renewal strategies
- Collaborate with legal teams to ensure contracts are fair, legally sound, and align with LifeSpeak policies
- Partner with Account Management on the analytical and advisory aspects of a renewal

Data Analysis and Reporting:

- Maintain and report on an accurate forecast of renewals and pipeline data
- Use data-driven approaches for renewal strategies, leveraging client health scores, churn prediction scores, and usage analytics
- Report on key metrics and identify trends to improve retention rates

Requirements:

- Work experience - Candidates must have a minimum of 3 years of client service and renewal experience ideally with technology solutions in the corporate wellness market
- Must be highly detail and accuracy oriented, strong analytical skills, a problem solver, organized, a good oral and written communicator, passionate about wellness, have a positive attitude and be a self-starter
- 4 year post-secondary degree

Ready to grow your career while helping leading organizations enhance their wellbeing solutions? Apply today!

At LifeSpeak, our goal is to be a diverse and inclusive workplace that is representative, at all job levels, of the clients we serve. We're proud to be an inclusive company and an Equal Opportunity Employer and we prohibit discrimination and harassment of any kind. We believe that diversity and inclusion among our teammates is critical to our success as a company, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool. If you're thinking about joining our team, we expect that you would agree!

If you need assistance or accommodation due to a disability, please email us at hr@lifespeak.com and we'll be happy to assist you.