

Customer Success Account Executive at CarePay Ltd

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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CarePay is a Kenyan company that administers conditional healthcare payments between funders, patients and healthcare providers. Through our M-TIBA platform, CarePay directs funds from public and private funders directly to patients into a “health wallet” on their mobile phone. The use of these funds is restricted to conditional spending at selected healthcare providers across Kenya. With every transaction, we combine a digital payment with real time medical and financial data collection, to help make healthcare safer and more transparent for both patients and healthcare providers. CarePay has contracted more than 2, healthcare facilities across Kenya, with an ambition to drive healthcare inclusion for millions of Kenyans.

Main purpose of the job

A Customer Success Account Executive supports the growth and retention of either one of CarePay’s key accounts or several smaller accounts. Key objective is to make these clients more successful by enabling them to use the full breadth of CarePay’s products and services offering. In other words: by ensuring full adoption of CarePay’s propositions the Customer Success Executive helps to enable the customer to unlock maximum value. Through this, Customer Success Account Executive is supporting maximal revenue generation for CarePay (in a responsible way), whilst ensuring retention of the client.

Duties and Responsibilities:

Support the growth and retention of CarePay’s offering to key client or group of smaller client(s)

Guided by Customer Success Account Lead, apply best practices of customer success achievements at client(s) under support

Implement standardized processes and journeys at client(s) under support and is able to provide input on potential improvements for such processes to relevant stakeholders

Support the identification of opportunities for product development based on client's direct and latent needs, including high level prioritization of such opportunities

Requirements

Education qualifications, knowledge and experience

At least 3-5 years of relevant working experience in client-facing roles

Degree, preferably in Economics, Business or Healthcare Management with Project Management angle

Experience in working in fast changing environments (start-up, scale-up, digital & tech companies)

Experience in and knowledge of healthcare insurance industry is an advantage

Understanding of private and public outpatient and in-patient healthcare deliver

Commercial acumen

Client relations management experience

Understanding of confidentiality and data protection issues

Key skills and competencies:

Is a strong communicator, possesses keen listening skills

Has a strong "can-do" mentality and embraces change

Does not let loose until the "job is done"

Is able to identify patterns, has a pro-active mindset in identifying root causes of problems and opportunities to enhance processes

Is able to understand business context and describe technical functionalities to those less-

versed in technology

Is able to function well in a matrixed organization

Is able to effectively support multiple work streams simultaneously and is structured in maintaining overview of tasks at hand

Possesses project and process management skills

Is comfortable with “change” and possesses strong change management skills

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