

Customer Success Account Lead 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 Lead is end to end responsible for 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 Account Lead enables the customer to unlock maximum value. Through this, a Customer Success Account Lead is able to maximize revenue generation for CarePay (in a responsible way), whilst ensuring retention of the client.

Duties and responsibilities:

Manage key client (or a group of smaller clients) for CarePay and be responsible for the growth

and retention of CarePay's offering to this (group of) client(s)

Guided by Customer Success Manager, apply best practices of customer success achievements at client(s) under management

Develop and apply standardized processes and journeys at client(s) under management

Identify opportunities for product development based on client's direct and latent needs, and is able to define and prioritize this effectively for further use by the wider CarePay organization

Education qualifications, knowledge and experience

Bachelor's degree, preferably in Economics, Business or Healthcare Management with Project Management angle

At least 5-7 years of relevant working experience in client-facing roles involving management of projects, relationship building, and application of analytical skills

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

Experience in and knowledge of the healthcare insurance industry is an advantage

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

Strong commercial acumen

Extensive client relations management experience

Understanding of confidentiality and data protection issues

Key skills and competencies:

Strong communicator at all levels of an organization up to Executive, possesses keen listening skills

Creative problem solver and natural entrepreneur; comfort with risk taking and ambiguity.

Has both a creative and analytical mindset

Able to incorporate business context to present and describe technical functionalities to those less-versed in technology

Ability to partake and manage resources across a matrixed organization

Able to effectively manage multiple works streams, effectively delegating to other resources but also being able to “go deep” where needed

Outstanding project and process management skills

Excellent change management skills

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