

Customer Success Associate at Ramani Company Limited

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Ramani is a disruptive FinTech building infrastructure to enable commerce in Africa. Through our sleek mobile and web application, Africa's micro-distributors can gain quick and easy access to SME-financing. We're operating in a \$B market and are pioneers in our space. We are a Y Combinator-backed founding team with backgrounds in Computer Science & Finance from Google & Stanford University. We are also backed by the world's leading investors including Village Global & Raba Capital. We are currently based in Dar es Salaam, Tanzania and operating in five major cities in Tanzania. Our Team: We're a growing, high-energy global team where everyone plays a critical role in improving our products, processes, and business. Our Atmosphere: We operate in a hybrid working style with flexible arrangements, a friendly open space work with a view and fun team activities. Our Culture: Is collaborative, fast-paced, and results driven. Our Values: We are fast-paced, highly efficient and well adapted, We use data to drive decisions as opposed to gut feelings, We take ownership; we know that we are responsible and accountable for our work, We use a scalable, efficient way to share information and collaborate with others in our organisation, We believe in caring personally while also challenging directly; in line with the Radical Candor Philosophy.

You will

On-board and train new customers

Build and strengthen customer relationships

Manage incoming calls and emails and handle appropriate follow-up calls and emails

Address, resolve, and record any customer issues that arise pertaining to business growth, billing, and general account satisfaction

Coordinate and train all new customer starts in an efficient and streamlined way

Have a comprehensive knowledge of the company's business model in order to answer all customer related inquiries

Demonstrate the value of Ramani to our customers every day by providing amazing customer support

Assist team with executing growth and optimization strategies for our customers

Ensure execution of customer journey touchpoints, including onboarding, business reviews, retention, upsells and customer success best practices

Collaborate with cross-functional teams to ensure visibility and alignment

Oversee escalations for assigned accounts and team's accounts

Work with product to prioritize customer features and requests

Performing any other duty requested by management.

Qualifications

Essential requirements

At least 3 years of experience in either business development, sales, strategy, or marketing roles.

Bachelor's degree preferred

Multi-tasking skills

Exceptional verbal communication skills, especially over the phone

Desirable requirements

The ability to solve problems and to think quickly on your feet

Flexibility – we're growing and evolving, and you'll need to come along for the ride

An eye for detail

Familiarity with the financial services industry and fintech business models

Self-starter, team-oriented, collaborative, diplomatic, and flexible, with excellent presentation skills, including strong oral and writing capabilities

Experience coordinating internal and external resources and ability to nurture cross-functional relationships

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