

Customer Success Associate

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Company: Umba

Location: Nairobi

Category: other-general

About Umba: Our mission entails providing accessible and cost-effective financial services across Kenya, enabling our customers to take charge of their financial well-being. We are committed to seizing a unique opportunity to transform the financial landscape in Kenya by harnessing the power of machine learning to develop intelligent, affordable financial products tailored for emerging markets. Our machine learning models are continuously improving, and we leverage AI and automation to deliver banking solutions at the lowest possible cost to our expanding customer base. We have acquired a deposit taking Microfinance bank to allow us to offer full digital banking services in Kenya. Our primary focus is to offer a comprehensive range of digital banking products through Android and iOS Apps, and we take pride in our culture of consistently surpassing customer expectations, which has fueled our rapid expansion. We are actively seeking outstanding individuals who not only possess exceptional talent but also share our vision, determination, and sense of purpose. Join us in our endeavor to establish the largest neo-bank in Africa.

Job Summary: We are seeking a motivated and customer-centric individual to join our team as a Customer Success Associate. The successful candidate will play a vital role in supporting our customers, ensuring their needs are met, and driving satisfaction and retention.

Duties and Responsibilities:

- Customer Interaction:** Respond promptly and professionally to customer inquiries via email, chat, or social media platforms. Provide accurate information about products, services, and policies to customers, ensuring clarity and understanding.
- Technical Support:** Assist customers in troubleshooting technical issues with products or services, coordinating with the appropriate channels for resolution through

your team lead. Feedback and Improvement: Conduct regular check-ins with customers to gather feedback, address concerns, and identify opportunities for improvement. Resolve customer complaints efficiently and escalate complex issues to the appropriate channels for resolution. Cross-functional Collaboration: Collaborate with other departments, such as sales, marketing, and operations, to address customer needs and improve overall customer satisfaction. Onboarding and Training: Onboard new customers, providing training and guidance on product features and best practices to ensure a smooth transition and comprehensive understanding. Knowledge Management: Stay up-to-date with product knowledge, industry trends, and company policies to provide accurate information and support to customers. Professional Development: Participate in training sessions and team meetings to enhance customer service skills and knowledge. Contribute to the continuous improvement of our customer success processes and procedures. Financial Coordination : Liaise with our service providers to facilitate wallet top-up and ensure timely processing of transactions. Post daily payment information from the bank to the core banking system, maintaining accurate records of all financial transactions. Loan Repayment and Account Maintenance Record daily loan repayments from the bank, ensuring accuracy and completeness of loan records. Maintain accurate balances for accounts held in the bank, mobile wallets and other bank accounts, reconciling discrepancies as needed. Payment Processing : Initiate various payments on the bank, including vendor payments and loan disbursements, following established procedures and protocols. Fund Management : Add funds to the mobile wallet or accounts as required for seamless transactions and disbursements, monitoring account balances and replenishing funds as needed. Account Administration : Open Fixed deposit accounts on the core banking system, maintaining detailed records and sharing fixed deposit certificates with customers as necessary. External Coordination : Coordinate with external suppliers to set up new accounts and address any issues related to float top-ups, ensuring smooth operations and compliance with regulations. Qualifications: ● Bachelor's degree in Business Administration, Marketing, or related field. ● Proven customer service experience in a fast-paced environment. ● Excellent communication skills, both verbal and written. ● Ability to multitask and prioritize tasks effectively. ● Strong problem-solving skills and a proactive approach to addressing customer needs. ● Ability to work collaboratively in a fast-paced, team-oriented environment. ● Familiarity with CRM software Odoo and customer success tools is a plus. ● Passion for delivering exceptional customer experiences and driving customer satisfaction and retention. ● Experience with live chat support software

and social media platforms. Work Status Valid work authorization for Kenya Umba is proud to be an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law. We also consider qualified applicants regardless of criminal histories, consistent with legal requirements. If you have a disability or special need that requires accommodation, please let us know. Powered by JazzHR

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