

Customer Success Manager at Ramani Company Limited

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Company: JobWebKenya

Location: Kenya

Category: other-general

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.

Job Brief

We're looking for a Customer Success Manager (CSM) with a proven track record of managing long-term, strategic relationships with strong interpersonal and analytical skills. You'll have opportunities to implement, build, and nurture relationships with our customers.

The CS team works closely with our largest and most strategic customers to understand their needs and drive engagement and value-added outcomes. An ideal candidate will demonstrate the ability to blend proactive engagement with a high level of financial acumen and business discipline to deliver a world-class service experience. Our CS team is trusted advisors, problem solvers, and vocal advocates for Ramani customers both internally and externally.

You will

Develop and manage relationships with customers in assigned portfolio

Conduct monthly and quarterly business reviews

Collaborate with sales, credit operations, and other teams to develop success plans for customers

Own and manage contract renewal and renegotiation

Conduct customer training as it relates to product, process, and best practices

Manage all activities related to revenue growth, product adoption, customer satisfaction and overall success/satisfaction metrics

Optimize the customer journey by implementing process and structure in customer success operations

Implement customer retention and advocacy strategies

Identify opportunities to drive new business growth through greater advocacy and case study development

Identify and manage revenue drivers to ensure revenue goals are met

Prepare and present executive summaries on portfolio performance

Identify opportunities for continuous improvement

Stay in tune with best practices in the B2B payments industry

Qualifications

Essential requirements

Minimum 5 years in managing customers in fast-paced growth environments

Proven track record of successfully managing customer relationships

Proven experience engaging with customers' top-level executives

Ideally, combined background of post-sale and sales experience

Proven track record of driving portfolio growth

Desirable requirements

Proven ability to manage influence through persuasion, negotiation, and consensus building

Strong empathy for customers and passion for revenue and growth

Proven ability to align cross-functionally to achieve customer goals and objectives

Proven ability to affect revenue growth and hit financial targets

Analytical and process-oriented mindset

Excellent communication and presentation skills

Impeccable work ethic

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