

Customer Success Manager

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Company: Anka

Location: Kenya

Category: other-general

Who we are

We're ANKA, is the all-in-one solution for sellers of products « Made of Africa » (fashion, art, food, or beauty...) to sell from anywhere, ship worldwide, get paid faster on international or local African payment methods, and easily manage their businesses. Our new vision is clear: Export Africa by building the future of selling globally! This is an excellent opportunity to join a small experienced and ambitious team in a fast-growing company.

ANKA is looking for a Customer Success Manager who will be the first point of contact with our customers and whose mission is to make our users' experience enjoyable.

So if you are a Customer Success Manager or working in the field, and you're excited about our vision wondering where your skills will make a maximum impact and not afraid to roll up your sleeves, this is the opportunity for you.

This position is an Individual contributor role, joining a team of other superheroes alongside Rawdah, the hiring manager.

What you'll do

As a Customer Success Manager, your general missions will be to:

- Be accountable for a dedicated seller portfolio,
- Upsell Anka's different solution: Anka Shipping, Anka Pay and Anka Marketplace,
- Reply within the required response time and qualitatively to the sellers on our CRM (at least 40 tickets per day),
- Hold Bi-weekly webinars

What are the KPIs you will be accountable for?

- Nb of sellers per segment (Retain and Increase)
- Revenue per segment
- Keep the churn rate of your portfolio less than 10%

What you bring

Hard Skills

- +3 years proven experience as a Customer Success Manager
- Work already with a CRM (Intercom, salesforce etc)
- Mandatory: Excellent communication skills (written and spoken in EN and FR)
- Mandatory: Fluent with Excel, PowerPoint, Word
- Data oriented

Soft skills

- Problem solving
- Empathic and a good listener
- Teamwork and collaboration

Life at ANKA

Remotely. Work from your home or wherever. As long as you have a good and fast internet. Iteratively. We do 2 weeks sprints, daily deploys (if not more), and timely code reviews to ship quickly and minimize bugs.

Collaboratively Weekly AHOM, written weekly, quick biweekly video status meetings. Basecamp and Trello managed projects. We work as a team to help make our product better.

Flexibility . While we strive to stick to a plan we think is best for the company, we do actively incorporate experiment learnings and business feedback into our sprints. Mind flexibility is a must-have trait in our company culture.

Our compensation package

1. A competitive salary alongside with a Ivorian Long-Term contract or consultancy contract
2. A health expenses coverage for you and your family
3. Significant Employee Stock option plan
4. 30 days paid holidays per year
5. Our culture “Teamwork, Determination, Accountability, Curiosity”

Our hiring process

- Screening call: 30-minute with Marina, our Head of People & Culture to get to know you, discuss your motivation & fit for the role,

•Technical Interview: 45-minute with Rawdah, Our Head of Operations + 30 min Real time technical Test (Excel and Written),

•Meet the co-founder: 30-minute interview with Kadry, our COO to discuss the company goals, your career aspirations and your fit with our company culture.

Our Diversity and Inclusion Policy

We're Anka. We truly embrace diversity and inclusion. All qualified applicants will receive consideration for employment without regard to color, religion, sex, national origin, sexuality, disability, or any other characteristic.

If you want to be truly yourself, work from where you want but also work in an organization with an international impact, Anka is the right place for you!

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