

Customer Success Representative at HomeBiogas

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

HomeBiogas is a world leader in developing groundbreaking and simple to use biogas systems, enabling people and businesses around the globe to turn their own organic waste into self-made clean energy.

About the role

We are currently looking for a customer-centric, energetic, and highly motivated individual to join our Customer Success Team. The Customer Success Representative (CSMR) is responsible for cultivating and maintaining strong relationships within assigned accounts ensuring high levels of customer satisfaction and recognition of ROI, leading to growth opportunities. The CSR works closely with our customers alongside Sales, Technical, credit, and Finance teams to ensure our services are delivered successfully.

Responsibilities

Build relationships with assigned customers, help them with issues, and continually delight them with a positive, customer-centric attitude.

Provide proactive strategy with their assigned customer accounts

Work with customers to ensure they are leveraging effectively and finding value in our services

Become an expert and educate customers on the use and benefits of our products

Work closely with Sales and technical teams to ensure an exceptional customer experience and

take care of any customer issues

Be a customer advocate while capturing customer feedback and reporting requests to Product Management and Development

Efficiently manage time to focus on essential activities to ensure customer satisfaction, account renewal, and account growth

Develop and share best practices with team members to continually improve the quality, effectiveness, and efficiency of our processes

Maintain a revenue base by managing account retention and renewal

Drive upgrade revenue through increased product adoption and increased usage

Must Have:

Bachelor's degree in communication, Business Management related fields, and 1-3 years of experience in a customer-facing role, such as Customer Success, Customer Support, or Account Management

Possess strong phone, written, and verbal communication skills with excellent presentation skills

Confident, high energy, self-motivated, and a true team player

Demonstrated ability and desire to work and excel in a fast-paced environment

Excellent multitasking and project management skills

Ability to understand and articulate feedback from and to customers

Must possess a proven understanding of CRM's and prior experience in data analysis is preferred

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