

Engagement Response Specialist

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Company: Grow IT Partners

Location: Kenya

Category: business-and-financial-operations

Grow IT didn't have the most traditional beginning. We started out as 2 separate firms, both with a passion for helping IT Consulting companies grow.

It didn't matter that we started out as competitors, all we cared about was cracking the code of IT Consulting growth. After a month of collaborating and finally cracking the code, it hit us. Why not combine the brains, experience and resources of our firms, we knew we could 10x the results for our partners and ultimately help more founders achieve their dreams. So we made it official and **Grow IT** was born.

The Role

You will be responsible for :

Building strong client relationships by providing customers with ongoing support and regular sharing of best practices, insights, and product knowledge.

Partnering with the sales team to ensure that new customers are onboarded successfully.

Identifying opportunities across the customer lifecycle to increase customer satisfaction and revenue.

Ensuring a high level of customer renewals.

Building strong product expertise and providing training & ongoing support as required.

Providing feedback and advocacy on customer pain-points to internal teams.

Ideal Profile

You have at least 5 years experience within a B2B Account Management or Customer Success role, ideally within the Consulting, IT Services and Software / SaaS industry.

You possess excellent interpersonal as well as written and verbal communication skills.

You are a strong networker & relationship builder

You pay strong attention to detail and deliver work that is of a high standard

You are adaptable and thrive in changing environments

What's on Offer?

Work alongside & learn from best in class Entrepreneurs

A role that offers a breadth of learning opportunities

High growth Start-up

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