



Job Description - Head of Customer Success

Summary:

The Head of Customer Success (HoCS) will be the ultimate customer advocate, you shall develop and manage customer relationships with care and attention. Not only should you be ensuring that the customers are receiving the contracted services as agreed, but you will prepare regular customer feedback and development plans to improve the success process. You report to the Country Manager.

Main Objectives:

- Your team will onboard and train the customer on how to use and optimize products and systems and how to benefit from product features.
- Your team will effectively implement KYC processes and drive all relevant onboarding compliance rules and regulations.
- Your team will coach the customer via benchmarking and best practices in the industry. You will be expected to have a strong understanding of the sales process and will coordinate to upgrade and up-sell the customer.
- You will seek to improve products by encouraging co-creation processes with the customer and delivering reviews and feedback to the Product and Innovation team. A solid understanding of the technical side of our solutions offerings is necessary.
- You will train, lead, and motivate the team to ensure that standards are maintained and exceeded, as well as encourage career growth and opportunities for learning within the team.

Requirements:

- Minimum 5 years in a relevant senior Customer Care or Direct Sales position, preferably in a banking or financial sector environment.
- Must have excellent communication skills; written, verbal, interpersonal and professional.
- Listen to customers, identifying, meeting, and exceeding their current and future needs, balancing the needs of the customer with that of the business, and using tact and diplomacy.
- Drive organizational success; must deliver results even when faced with challenges, support and encourage the development of others, be passionate about motivating others and encourage personal belief in abilities.
- Demonstrate agility; focus on continuous improvement, showing the ability to quickly solve day-to-day business problems as well as identify new processes and frameworks for speed of delivery, initiating appropriate change.
- Lead courageously; confront problems with courage, make decisions despite adversity, stand up for what your team believes in and support others.