PAYCARE
FAST, EASY AND SECURE

JOB DESCRIPTION

Company: PayCare Ltd
Job Title: Customer Success and Relationship Lead
Job Level: Mid-Level
Department: Customer Service and Support
Position Type: Full-time
Job Location: Hybrid
Reports To: [Supervisor Name]
Supervisory Responsibilities: Oversee the rest of the customer service team

Job Summary:
As the **Customer Success and Relationship Lead** at PayCare Limited, you will play a pivotal role in ensuring customer satisfaction, retention, and growth. You will manage and nurture client relationships, ensuring customers get the most value from PayCare's fintech solutions. Your role bridges the gap between the customer's needs and PayCare's internal teams, ensuring seamless support and continuous improvements based on customer feedback. This role is vital in driving customer loyalty and expanding PayCare's market presence in the fintech sector.

Job Focus:
In this position, your focus will be on managing and nurturing relationships with PayCare's customers, guiding them to successfully adopt and leverage our products. You will regularly engage with clients to understand their needs and challenges, aligning PayCare's offerings to meet these requirements. Your responsibilities include onboarding new customers, providing continuous support, and advocating for customer needs within PayCare to enhance product offerings. You will track customer success metrics such as satisfaction, churn rate, and upsell opportunities, ensuring customers continue to derive value from our solutions.

Job Duties and Responsibilities:
- **Relationship Management**: Develop and maintain strong, long-term relationships with PayCare's key customers to ensure their continued success with our fintech solutions.
- **Onboarding**: Oversee the onboarding process to ensure new clients are smoothly integrated into PayCare's system and can maximize the value of our offerings.
- **Customer Support**: Serve as the primary contact for customer inquiries, troubleshoot issues, and proactively provide solutions to prevent issues from escalating.
- **Cross-Department Collaboration**: Work closely with product and engineering teams to ensure that customer feedback is effectively incorporated into future product development.
- **Customer Reviews**: Conduct regular check-ins and reviews with clients to assess their progress with PayCare's solutions and identify upsell or cross-sell opportunities.
- **Performance Monitoring**: Track and report on key customer success metrics such as Net Promoter Score (NPS), retention, churn, and satisfaction to leadership.
- **Churn Prevention**: Implement strategies aimed at reducing customer churn and increasing retention through effective relationship management and proactive support.
- **Training and Support**: Facilitate customer training, including webinars and personalized consultations, to ensure optimal use of PayCare's products.

- **Success Planning**: Develop and execute tailored customer success plans for key clients, defining milestones and goals for their partnership with PayCare.
- **Customer Advocacy**: Represent customer needs in internal meetings, ensuring that product, marketing, and sales teams prioritize customer requirements.
- **Revenue Growth**: Identify opportunities for clients to expand their use of PayCare's services, driving upsell and cross-sell initiatives.

Expected Outcomes:
- Achieve and maintain a customer retention rate of at least 90% annually.
- Attain an NPS score of 50+ and a customer satisfaction score of 95% through ongoing engagement.
- Reduce churn by 20% within the first year through enhanced onboarding and relationship strategies.
- Drive at least 10% revenue growth from existing clients via upsell opportunities.
- Ensure that 95% of new clients are onboarded and actively using PayCare within 30 days of signing on.

Required Knowledge:
- Deep understanding of fintech products and the unique challenges in financial services.
- Knowledge of best practices for customer success, including onboarding, training, and ongoing support strategies.
- Ability to translate customer feedback into actionable product improvements.
- Experience with sales strategies for customer retention and expansion within existing accounts.
- Ability to gather and analyze customer data to improve service delivery and identify opportunities for growth.
- Proven track record of identifying and leveraging upsell and cross-sell opportunities.
- Proficient in using CRM tools and analytics software to monitor customer behavior and success metrics.

Education:
- Bachelor's degree (or HND) in Business Administration, Marketing, Communications, or a related field is preferred.

Required Competencies (Skills and Abilities):
Technical Skills:
- Proficient in using CRM platforms like Salesforce, HubSpot, or similar to manage relationships and track progress.
- Knowledgeable in customer success tools and metrics (e.g., NPS, customer health scores, churn rate).
- Experienced with support and ticketing systems (e.g., Zendesk, Intercom) for managing customer inquiries and issues.

Technologies/Software:
- Expertise in CRM platforms (Salesforce, HubSpot, or similar).
- Proficient with customer support software (e.g., Zendesk, Intercom).
- Familiarity with project management tools (e.g., Asana, Trello).

Methodologies:
- Skilled in customer success methodologies focused on onboarding, product adoption, and retention.
- Ability to use a data-driven approach to manage customer relationships and success metrics.

Behavioral Competencies:
- Ability to build strong relationships, understand customer challenges, and advocate for their needs internally.
- Strong written and verbal communication skills, with the ability to explain complex technical concepts to non-technical customers.
- Excellent analytical and problem-solving abilities, capable of navigating complex customer issues.
- Ability to manage multiple customer relationships and projects simultaneously, with strong prioritization skills.

- Experience working cross-functionally with product, sales, and marketing teams to deliver a seamless customer experience.
- Skilled at identifying growth opportunities and driving retention strategies.

What is Your Salary Expectation?

Please state your salary expectations in figure.

1. _____ Per Annum?
2. _____ Per month?

Apply Now:

To apply, click the Link: https://paycaretech.world/application-form

Thank you for your interest in PayCare, and good luck!