

## **CUSTOMER CARE SUPERVISOR**

As a Customer Care Supervisor, you will play a crucial role in ensuring that our client's achieve their desired outcomes while maximising the value they receive from their products and services. Through strategic planning and collaboration with internal teams, you will guide customers through their journey, from onboarding and adoption to retention and expansion.

### **Key Responsibilities:**

- Develop and maintain strategic relationships with key stakeholders within customer organisations, acting as the primary point of contact for all matters related to customer success.
- Manage the onboarding process for new customers, ensuring they are fully equipped to use and derive value from our product and services.
- Create and distribute insightful analyses to clients, aimed at boosting customer engagement.
- Actively solicit and analyse customer feedback to identify areas for improvement.
- Collaborate with different departments to inform and prioritise product innovations and enhancements based on customer insights.
- Generate and present regular reports on customer engagement, satisfaction, and success metrics.
- Use data-driven insights to refine strategies and improve customer outcomes.
- Work closely with sales, finance, risk/compliance, and business development to ensure a cohesive and integrated customer experience.
- Act as the voice of the customer within the organisation to align efforts and priorities.
- Manage and resolve complex customer issues, ensuring timely and effective solutions. Advocate for customer needs internally, prioritising and escalating issues as necessary to maintain customer trust and satisfaction.
- Lead the creation and refinement of educational materials and resources, such as tutorials, FAQs, and more, to support customer understanding and engagement with our product or service.
- Contribute to the development and execution of the customer success strategy, ensuring alignment with broader company objectives and customer needs.
- Foster a sense of community among customers through chat groups, or events, facilitating networking, feedback, and shared learning opportunities.
- Monitor and strive to improve key performance indicators related to customer success, and retention rates.
- Stay informed about industry trends, market challenges, and competitor strategies to proactively address customer needs and position the company advantageously.

### **Qualifications and Skills Required**

- Bachelor's degree in Business Administration, Marketing, Communications, or a related field.
- 3-4 years' experience in a customer-facing supervisory role ideally within the FinTech or technology industry

- Excellent communication and interpersonal skills, capable of engaging effectively with stakeholders at all levels.
- Strong analytical and strategic thinking skills, with the ability to use data to inform decisions and strategies.
- Proficient in CRM and other customer success tools.
- Ability to work independently in a dynamic, fast-paced environment.
- Strong organisational and project management skills, with the ability to manage multiple priorities simultaneously.
- Fluent English speaker; proficiency in additional languages is a distinct advantage.