



Customer Success Manager

Duties and responsibilities

- **Planning:** You will develop the overall training and quality strategic plans for the call centers and other elements of the customer success team.
- **Implementation:** You will be the overall owner and executor of all quality and training plans working closely with the leadership in-country
- **Coordination.** You will coordinate and drive the adoption of quality best practices across channels and across markets to create a best-in-class customer experience

Coordinate the day-to-day operations of the training and quality functions

- **Quality evaluations:** You will determine how quality evaluations will be carried out across markets including proposing tools to be used by the quality analysts to evaluate the various customer touch points
- **Training support:** You will define the process and procedures to guide how training is administered both to support the in-country operations like scheduling
- **Reporting:** You will design and create all reporting requirements including the general Key Performance Indicators for both the quality and training functions and guide on the best platform to surface the output metrics
- You will lead a team of quality analysts and trainers with the aim to develop a best-in-class support team across markets through;
- **Performance management:** You will schedule and carry out performance discussions, coaching, and mentoring sessions to support the call center training and quality leadership in achieving the overall departmental objectives and key results
- **Recruitment:** You will plan for and recruit the support team based on the support team staffing needs and as guided by the workforce forecasting requirements
- **Problem-solving.** You will be the point of contact for all issues on quality and training related to customers, people, systems, or processes that require the engagement of a senior leader to provide directions

Must have :

- You are customer-centric and passionate about customer service
- You have a strong background in customer care, with at least 5+ years leading quality teams
- You have advanced analytical and statistical skills, including Excel and data visualization and reporting
- You have previously worked in a similar role as Quality Manager, Customer care manager
- You have experience developing, operationalizing, and tracking quality and training metrics to drive continuous improvements
- You have experience managing multiple stakeholders.



You have people leadership and management experience in a similar or relevant capacity

1. Strong analytical and excellent communication skills
2. Excellent problem-solving skills
3. Able to collaborate with teams across different markets
4. Education: Bachelor's degrees in a relevant subject, Master's degree is an added advantage

Interested candidates to send CV with the role as the email subject and in the email body, include application, your notice period, current and expected salary.

Email: cvs@houstonconsult.com

Deadline: Friday 8th November 2024, 5:00pm