

Customer Excellence Manager

Description:

Oradian is an award-winning global SaaS start-up developing software solutions that enable financial inclusion. Our innovative cloud-based systems help financial institutions in emerging markets serving the base of the economic pyramid. They radically improve the financial institutions' performance by reducing their costs and scaling their services quickly and efficiently.

We are changing the way financial institutions like Microfinance Banks, Credit Unions or Coops operate across Africa, Asia and Latin America. We move them away from pen and paper or out-dated on-premise software. By offering them state-of-the-art web and mobile services we are preparing them for the future of banking.

The Role:

Your mission is to build world-class customer service. By working closely with one of our founders, you will build a customer support and training department that will scale with our exponential growth to constantly help our customers with using our products and improving their operational processes.

- **Customer Focus:** You will be in touch with our customers, which are financial institutions such as Microfinance, Coops or Credit Unions from Africa, Asia and Latin America. You will help them solve their operational challenges by training them on how to use our cloud-based core banking system and supporting products.
- **Processes building:** You will be building all the relevant processes and structures as well as select the necessary tools to properly train, support and listen to our customers. Your inputs will be key to building a scalable customer communication process that will be optimised in quick iterations by closely monitoring it.
- **User-friendly Content:** You will shape the way our users interact with our system by creating support and training content. The content will be optimised for our users in developing markets with different cultures and languages
- **Patience & Listening:** By listening closely to our customers and users you will get a great feeling for their needs and feed this information back into our support documents as well as to the product team. By combining this feedback and researching industry best practices you help our customers to achieve operational excellence and ensure that there are no happier banking system users out there.

Qualifications:

- **Teacher:** You love teaching and helping people to understand complex processes and operations and are able to do this in a simple and joyful way.
- **Curiosity:** You are inherently curious and like to interact with people from different countries and cultures. You have lived in several countries and proven that you are not shy to explore and communicate.
- **Operational Excellence:** You like things to work seamlessly and have shown that you can understand business and operational processes quickly.
- **Swiss Pocket Knife:** You have a 'getting things done' attitude and are creative in solving problems and are not shy to explore different areas of our business when the need arises.
- **Details Matter:** You can describe processes and communicate them accurately. You have experience in writing user documentation and preferably some video and design skills that will help to communicate with our users.

Location: You will be working from our Head Office in Zagreb, Croatia – less than 2 hours away from the gorgeous Dalmatian coastline, Austrian Alps and some of the most exciting European capitals.

The Oradian culture: We are looking for individuals who thrive on finding innovative solutions to the toughest challenges, love to get their hands dirty, and can teach us something new. Oradian is a fast-paced working environment in which everyone plays a role in communicating and contributing to our goal of economic empowerment and access to financial services. We love what we do. A positive attitude and passion for our mission are essentials for our team!

What we offer:

- A challenging job with lots of responsibility and freedom to excel
- Contribute substantially to building something that is truly transforming people's lives
- Become part of an international, passionate and talented team
- Live in one of the most beautiful countries in the world and travel a lot!

Want to be part of a fast growing company that's helping to change the world?

Email us at be@oradian.com

