

## Customer Excellence Manager

Location: Zagreb – Croatia

Employment Type: Full-time, 40 hours per week

Career level: Experienced (Manager)

We are looking for a Customer Excellence Manager to help us build our customer experience journey for the global market. The successful applicant will be responsible for setting up processes for our customer support, customer success and overall customer experience journey from onboarding to renewal.

Our global community of customers is made up of 45 microfinance institutions in Africa and Southeast Asia. We are designing and improving our processes to provide the best experience for our customers. The Customer Excellence Manager will work with customers in-market and remotely from the headquarters in Zagreb.

Applicants must have solid project management skills and proven experience in direct B2B customer service - ideally with customers in developing countries. The Customer Excellence Manager should be knowledgeable about best practice for customer success and support. This position also requires new process implementation in-market and engaging multiple stakeholders, both internally and externally.

### Responsibilities

#### Process Management

- Design and implement a customer satisfaction program
- Define the subscription renewal process and metrics
- Take ownership of the customer support function and process
- Tailor processes to balance standardisation and on-the-ground practicality

#### Customer Communication

- Manage all aspects of the support ticket system setup
- Streamline customer support team communication and workflow
- Proactively engage with customers and define all touchpoints
- Manage customer subscription renewals and updates

## Qualifications and experience

- Minimum of 5 years of experience in account management, customer success or customer support teams in financial sector or enterprise software, ideally SaaS/cloud software services
- Work experience with customers and teams in developing countries
- Experience working in a high-growth environment and process/change management

## Competencies

- Ability to work well under pressure and prioritise assignments appropriately
- Excellent time management and organisation skills
- Ability to run multiple work streams in parallel
- Strong written and verbal communication skills in English
- Ability to express complex topics clearly
- Patience and empathy to bring our customers to the next level

# About Oradian

## Oradian – and why it's a game changer

Oradian is connecting millions of underserved individuals to financial services with Instafin, Oradian's cloud banking platform for marginalised financial institutions. Instafin delivers real business benefits and enables institutions to reach more clients.

## Our team

We have a team of talented and committed experts in technology and microfinance and work in an open, collaborative culture. Right now, there are over 50 of us, and we have an aggressive growth plan.

## Where we work

Oradian is headquartered in Zagreb (Croatia) with offices in London, Lagos (Nigeria), and Manila (Philippines). We are currently focusing on expanding in Southeast Asia and Eastern Africa.

## Recognition

Oradian's long list of awards in the fintech and microfinance industries include:

- Winner of the European FinTech Award 2017 - Most Innovative Banking Software
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- Winner of Best Microfinance Enabler Platform - Cashless Africa 2017
- Winner of Microfinance Empowerment Recognition Award - Cashless Africa 2017
- Winner of Digital Finance Plus (DF+) Saharan Africa at Mondato - SubSocial Impact Award for 2016 Summit Africa

- Winner of Beacon of Information and Communications Technology Awards 2016 - The Most Innovative Core Banking Platform of the Year Microfinance
- Winner of Central European Startup Awards: Best Fintech Startup 2015
- Winner of Wired Money 2015
- Winner of Shift Split Conference Startup Competition 2014
- Winner of the Pioneers Festival Startup Challenge 2014
- DEMO Africa Swell Award Finalists 2014

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