

Customer Success Officer

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Company: Fuzu

Location: Nigeria

Category: business-and-financial-operations

Job Summary

Contract Type:

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Requirements

1-2 years work-related experience as a customer success officer

Proven work experience as a Customer Success officer or similar role

Experience working with brand image and promoting value through customer experience

Exceptional ability to communicate and foster positive business relationships

Technical skills required, as they relate to the use of the product or service

Accountability and personal organization are essential

Experience in managing a diverse group and training each according to company standards

A communications or marketing degree is preferred.

How to Apply

Interested and qualified candidates should send their CV using Customer Success Officer as the subject of the mail.

Responsibilities

Establish clear client retention goals

Process milestones for the clients and employees to work toward

Assist customers with setting up and navigating programs

Promote the value of the product

Upsell services and products with the brand image

Promote value through customer experience

Assist in creating training courses and educational materials

Review customer complaints and concerns and seek to improve the customer experience

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