

Kwara Customer Success Training Program

Customer Success Traineeship

Company: Kwara

Location: Nairobi

Traineeship length: 6 months, with opportunity for conversion to full-time upon qualification

Start date: January 2021

Summary

[Kwara](#) is a fintech startup looking for eager interns to support our growing business needs for 2020. Kwara offers a secure, simple and affordable digital banking platform for savings and credit cooperatives (SACCOs) and their members, who are often excluded by traditional banks. Our mission is to enable the world's 3 billion underserved to become financially healthy. Backed by Google Launchpad, Catalyst Fund, Bright Continent, Finparx and Bonum Ventures, today Kwara serves over 28,000 members.

We are looking for motivated and talented individuals to join our team. The goal of this training program is to provide you with a career growth trajectory through intensive training in delivering world class customer support. As a trainee, you will be working closely with a supervisor and other colleagues who will provide you with concrete deliverables, exams, and check points that build your knowledge in working with our software and our clients.

Kwara is dedicated to developing successful leaders, and your learnings from the training program will leave you with a customer-oriented approach that will be the foundation for potential future employment with Kwara, and ultimately prepare you for a career in technology or business.

Job Duties and Responsibilities

- SACCOs go live on our digital banking because of you!
- SACCOs enjoy and success on our platform because of your support!
- Help customers go live on our digital banking platform by supporting data migration
- Support training of Kwara customers on our platform
- Create digital content to help customers succeed with our platform
- Take ownership of customer requests and find solutions for them
- Improve the Customer Success department with your insights and experience

Qualifications and Skills

- You are a driven and ambitious graduate
- You are eager to learn independently and with others
- You are autonomous in problem solving and take initiative
- You deeply care about the success of the customer
- You communicate excellently with all stakeholders, internal and external
- Experience with customer-facing work is a plus!
- Proficiency in Microsoft Excel, GSuite, and Slack
- Ability to work independently and remotely, i.e. have a laptop and a quiet space
- Organizational skills and detail orientated
- Excellent English proficiency, both verbal and written