



## Job Description | Customer Success Manager Peach Tech Limited

### About Us:

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At Peach, our mission is to revolutionize car ownership across Sub-Saharan Africa by transforming the way people buy, sell, and maintain cars. We're building a dynamic marketplace powered by innovative technology, a customer-centric culture, and a commitment to fair business practices. Our vision is to create a seamless and accessible car ownership experience that makes vehicles more affordable, reliable, and sustainable for everyone.

Peach is on a bold path to becoming the largest car marketplace in Kenya, with the ambitious goal of selling 100 cars a month by end 2024. But we're not stopping there. We aspire to be Kenya's ultimate one-stop shop for all things cars, offering everything from vehicle sales and maintenance to financing solutions — all delivered the Peach way: trust, transparent, and customer-focused.

By continually pushing the boundaries of what's possible, we aim to reshape the car ownership experience in Kenya and Sub-Saharan Africa, making it easier, smarter, and more inclusive for every driver. Join us on our journey to change the way Africa drives.

### Role Relationships:

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Business unit	Country Leadership
Reporting to	General Manager
Responsible for	<ul style="list-style-type: none"><li>• Customer Experience</li><li>• Customer Success</li><li>• Quality Assurance</li></ul>
Key relationships and contacts	Collaboration with CEO/COO/CTO

### Role Description:

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The Customer Success Manager role at Peach is a new, unique and multifaceted role that requires a blend of operational expertise, commercial acumen, customer centricity and strong leadership. The individual will be responsible for driving Peach success as it relates to customer engagement. Managing both our call center and quality assurance teams, as well as a project workstream to better understand and meet customer needs, this individual will own the customer experience at Peach from start to finish - and ensure that it is the highest delivery we can give.

## Duties and Responsibilities:

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Specifically, the Customer Success Manager at Peach can expect to lead/own the following customer experience elements, at a country level:

- **Strategy-setting**
  - Work with the General Manager and other C-Suite members in building a strategic plan for the next 12 months that aligns with the broader vision(s) of the company. This will include working with *what is* in planning for existing Customer Success function and *what could be* in scoping a vision for the future initiatives Peach could undertake to support this function in the business.
  - Work with the General Manager and other C-Suite members to build an org chart(s) to support annual strategic plans
  - Translate the annual business strategy into clear, specific actionable goals, objectives and initiatives for the Customer Success team at Peach
  - Establish key performance indicators for the Customer Experience teams to track progress on strategy execution and use the same to assess performance at the individual and team level monthly, quarterly, bi-annually and annually.
  - Develop marketing plans, set KPIs, and analyze overall performance.
  
- **Manage the Customer Success team(s) to achieve annual, quarterly and monthly goals**
  - Hold weekly or bi-weekly one-on-one meetings with team members to track progress, discuss roadblocks, provide guidance, review KPI's, identify performance gaps and offer support for overcoming obstacles.
  - Clearly define roles and responsibilities for team members in relation to the strategic plan, ensure team members have the resources and authority they need to make decisions and drive results while also holding them accountable for their performance.
  - Offer team members mentorship and coaching to enhance ability to manage people effectively, provide tools, frameworks and resources to help them support change and strategy implementation effectively.
  - Tie reward and recognition to successful execution of the strategy and meeting departmental KPI's while leading milestones celebrations throughout the year.
  
- **Budget development, monitoring and implementation:**
  - Continuously track and manage budget performance to ensure spending stays within allocated limits and aligns with strategic goals.
  
- **Customer Experience implementation**
  - Manage both our Inbound and Outbound Call Centers and Quality Assurance teams
  - Seek to automate systems and processes within our call center to build for scale and sustainability

- Collect and analyze appropriate data around the customer experience to build more customer-centric systems to meet the demands of our customers
- Develop and lead on building customer journey matrices
- Supervise and mentor team members to ensure cohesive execution
- Collaborate with operational teams to resolve customer facing issues (within the team and externally) and implement preventative measures
- Drive a culture of continuous improvement and customer centricity across the organization

## Knowledge and Experience:

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**3+ Years of Business Building and Management High-Performing Customer Success Teams:** Proven track record in scaling and managing Customer Success teams, with a focus on growth and operational excellence. Startup experience is a plus, as we are looking for someone comfortable with navigating ambiguity and building from the ground up.

**Leadership Experience in a High-Growth Environment:** Experience in a decision-making role within a high-growth company. Familiarity with the fast-paced and evolving nature of growth-stage businesses is critical. Ability to think strategically while driving operational execution.

**Team Building and People Leadership:** Experience building, leading, and nurturing diverse teams. Strong emphasis on compassionate people leadership, fostering a culture of respect, empowerment, and accountability.

**Entrepreneurial Spirit:** A mindset that embraces opportunities rather than problems. Creative, adaptable, and driven by results, you should thrive in environments that require you to think strategically while executing tactically.

**Multitasking and Adaptability:** The ability to juggle multiple responsibilities and switch between various tasks seamlessly. For example, handling customer issues one day, recruiting new talent the next, and solving logistical challenges shortly after.

**Stakeholder Management:** Proven ability to build and manage relationships with key internal and external stakeholders, including customers, suppliers, regulatory bodies, and investors (when relevant). Comfort with managing diverse interests and aligning them toward common objectives.

**Customer Success and Quality Assurance Expertise:** Strong experience and proven success in both customer success and quality assurance. This includes familiarity with scaling these teams - leaning on automation as a tool - and having familiarity with best practices as it comes to such.

***Analytical and Data-Driven Thinking:*** Ability to leverage data to drive decision-making. Analytical thinking is essential to assess market trends, customer needs, financial performance, and operational efficiencies. A strong focus on key performance indicators (KPIs) to guide strategy and execution.

### **Peach Core Values:**

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Peach Cars is a values-driven organization. If you are interested in this role, please be prepared to speak to the following values, including how you understand them and would put them into practice in your efforts day-to-day.

- Ownership ~ Complete work is the expectation; going above and beyond is who we are and what we do
- Respect ~ Communication is key and this is always done respectfully, no matter how difficult; as a team, we may disagree but we commit
- Challenge ~ As a company, we are anti-comfort zones; Peach is a place for learning and growth

### **Join Our Team:**

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Please write to [careers@peach-technology.com](mailto:careers@peach-technology.com) with the title, “**Customer Success Manager**” with an attached CV and an answer to the following question in 300 words or less: *Describe your sales process to us. From the first point of contact to closing a sale.*

Peach Cars is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We value diversity and inclusion in our workplace.