



About Peach:

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 the end of 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, transparency, 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.

About the Role:

Business unit	Sales
Job Level	Intern [entry level]
Reporting to	Customer Success Manager
Work Location	Nairobi
Tenure and nature of employment	Fixed-term contract, full-time

Job Overview

The Customer Success Intern will receive training to assist with inbound and outbound communication with customers. The intern will learn to direct customers to the appropriate team, help resolve customer issues, support customer retention efforts, and ensure a positive experience for customers interacting with Peach.



Duties and Responsibilities

Specifically, the Customer Success Intern at Peach can expect to undertake the below-listed tasks and activities, with training provided:

- 1. Assist with customer communications:**
 - a. Learn how to support the team in communicating with customers through various channels such as phone calls, emails, and text messages, contributing to lead qualification, cold calling, customer surveys, and after-sales check-ins.
- 2. Collaborate with teams:**
 - a. Work alongside different teams to help improve the customer experience from lead generation to customer conversion.
- 3. Support customer retention efforts:**
 - a. Assist in following up with customers in the Peach pipeline, learning how to contribute to ongoing retention strategies.
- 4. Help analyze market and performance trends:**
 - a. Assist with gathering insights to help understand customer needs and improve support by sharing trends with relevant teams.
- 5. Assist with customer surveys:**
 - a. Participate in collecting feedback from past customers to identify areas for improving support.
- 6. Support KPI metrics tracking:**
 - a. Help track key performance indicators (KPIs) to make data-driven decisions and support the team in adjusting strategies based on client needs.

Knowledge and Experience:

Educational Background: A Bachelor's degree in Business, or a related field is preferred;

Communication Skills: Proficient in both verbal and written communication for effective customer interaction and the ability to present information clearly and persuasively to customers.

CRM Software: Basic knowledge of customer relationship management (CRM) tools like Salesforce, HubSpot, or other platforms used to track customer interactions.



Peach Core Values

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 in a respectful manner, 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:

If you're excited to kickstart your career in customer experience, please send your resume and a brief cover letter to careers@peach-technology.com.

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