



Job Description: Customer Success Manager

Location: Nairobi

Reporting to: Senior Manager, Atlas Operations

Background

d.light is a global social enterprise aiming to improve the lives of the two billion people in the developing world that live without access to reliable energy. We provide distributed, affordable solar energy solutions for households and small businesses that are transforming the way people all over the world use and pay for energy.

d.light innovations have led and shaped the market since 2007 when it introduced what was then the world's most reliable, affordable solar light. Market development is akin to the early stages of the mobile phone industry – rapidly growing consumer-driven adoption of the latest global technology leapfrogging less functional and more costly utility-based alternatives.

With an expanding product range currently distributed in over 15,000 retail outlets in over 60 countries to nearly 100 million customers, the company is manifesting its vision for the future of energy in the developing world.

A key development in these emerging energy markets is the rise of the pay-as-you-go (PAYG) business model. This suite of technology solutions enables remote control of products, allowing customers to pay for expensive assets over time while simultaneously protecting the investments of the companies and investors in the space. If given the opportunity, customers in these developing markets have proven willing and able to pay small amounts over time to purchase large energy assets well beyond prices previously considered feasible. d.light considers PAYG technology an important enabler of energy access across the world and continues to invest in strengthening this business offering within d.light.

By successfully filling this position, you will be joining the software team responsible for Atlas, d.light's proprietary PAYG software suite. We are a dynamic, multinational team dedicated to providing the best service and technology to customers all over the world. We think big, tackle new challenges and build quality products every day.



Position Summary

d.light is searching for an experienced Customer Success Manager (CSM) to play a key role as we continue to scale our software product and partner network. The CSM will work closely with customers and other stakeholders to provide a stellar product experience and to improve upon areas of dissatisfaction. You will do this by owning a broad range of tasks, including new country onboarding, user training, handling customer complaints and requests, maintaining ongoing customer relationships, contributing to product roadmaps, sales, and marketing. You will be directly involved in enabling our partners and internal staff to provide customers with modern, renewable energy solutions, many for the first time.

The Customer Success Manager will be responsible for the following tasks:

Maintain and Increase Atlas Effectiveness

- Manage the Atlas support team to provide the first point of contact for Atlas related items, requests and issues coming from our portfolio of Atlas users as well as our internal stakeholders
- Work with the internal team to ensure we are meeting SLAs and other expectations of users and stakeholders, and handling escalations appropriately
- Create and track metrics for user satisfaction with Atlas software and the platform team
- Gain a strong understanding of each customer's business objectives and help our users optimize their use of our platform to effectively sell our products
- Become an expert in the Atlas software suite and provide recommendations to suit varying customer needs
- Encourage deeper feature adoption and ensure customers grow into advocates

Cross-Functional Collaboration

- Synthesize customer feedback and liaise with all relevant departments to ensure the voice of the customer is consistent and understood by all parties
- Work with Product Managers to feed customer needs into the product roadmap
- Work with the Business Development team to create pre-sales material, deliver product demos, and help leads understand the value of the Atlas platform during the sales process
- Work with the Marketing team to build customer testimonials and referrals, create material for communication with existing customers, and to ensure Atlas marketing initiatives are appropriate for our customer profiles



Onboarding

- Work across departments to facilitate a seamless and thorough Customer on-boarding process
- Employ project management skills and tools to coordinate with d.light's Expansion, Partnerships and software teams to ensure smooth setup of new country rollouts and partner implementations, ensuring all expectations are set and milestones are met
- Serve as the project lead for software setup, training and use for new user groups

Training

- Provide training to users to ensure they are engaged with the product and the product is optimized for their operational model
- Maintain updated training materials (presentations, guides, videos) for all aspects of Atlas; own the training material development, management and updating of information for users
- Educate existing customers on new features and tools as they're added to Atlas

Process Development and Optimization

- Develop and document standard processes to drive all touchpoints with external parties, including on-boarding, ticketing and support, pre-sales, and user training
- Improve, optimize, and enforce processes on an on-going basis to ensure efficiency and predictability of our service to customers

Fit

The Success Manager will be an indispensable leader in the company and in the software team. This role will be a good fit for you if you are:

- Passionate about providing energy access to off-grid markets
- Comfortable managing diverse groups of partners and communicating with ease across countries, cultures and time zones
- A big-picture thinker able to foresee potential roadblocks and implement thoughtful, cost effective and stage-appropriate solutions
- Able to combine a high competency for data driven management with an ability to communicate effectively to secure buy-in with external parties as well as internal colleagues
- Excited to thrive in a transparent, direct, non-hierarchical environment with relatively lean, high-commitment collaborative teams operating with a clear purpose, and with every action guided by core operating principles



Ideal Experience and Skills

- 3-5 years of professional experience in an external/client-facing role
- Fluency in English and French (other languages are a plus)
- Experience managing partner relationships, preferably in a software context
- Experience with project management tools and frameworks
- Excellent communication and interpersonal skills
- Ability to create structure in ambiguous situations and design effective processes
- Experience working with cross-functional teams (e.g. Sales, Product, Marketing, Services)
- Knowledge of customer success processes
- Strong business acumen with track record of solving business needs through software solutions
- Excellent technology skills with an understanding of the intersections of mobile money, SMS, web pages, databases and how they interact
- Deep understanding of PAYGO business models with experience in off-grid energy a plus
- Experience working in both local and distributed teams

Compensation

Compensation commensurate with experience.

How To Apply

Qualified candidates should submit their CV and Coverletter to hr.africa@dlight.com