



Head of Customer Relationship Management

Head of Customer Relationship Management works reports to the Chief Operating Officer and is responsible for the following:

Responsibilities

- Oversee the teams providing customer relationship management and customer service and are responsible for the following:

Customer Relationship:

- Building and maintaining profitable relationships with key customers;
- Overseeing the relationship with customers handled by ThitsaWorks;
- Resolving customer complaints quickly and efficiently;
- Keeping customers updated on the latest products in order to increase sales;
- Meeting with managers in the partner organizations to plan strategically;
- Expanding the customer base by upselling and cross-selling;
- Understanding key customer individual needs and addressing these;
- Conducting business reviews using Customer Relationship Management systems;
- Knowing ThitsaWorks' competition and strategizing accordingly;

Customer Service:

- Develop effective communication platforms for clients and staff;
- Inspire repeat-business from clients;
- Conduct customer service workshops and presentations;
- Monitor and measure client satisfaction;
- Liaise with different teams and partner organizations about client queries;
- Offer advice to clients on services and products;
- Develop surveys and capture client information;
- Deal with client requests and troubleshoot problems;

Customer Support:

- Provide technical and non-technical product support to staff of microfinance institutions who are using ThitsaWorks solutions;
- Provide on-boarding and data migration support to MFIs using ThitsaWorks solutions;
- Provide training and presentations on the use of ThitsaWorks solutions to manage their daily operations;
- Monitor and respond to incoming customer service requests via phone or ticketing system;
- Support new ThitsaWorks team members to learn about microfinance operations and ThitsaWorks solutions;



- Advise MFIs on new and improved workflow or business processes using ThitsaWorks solutions;
- Troubleshoot reported bugs, and review feature requests and specify user requirements clearly for the business analysts and software developers;
- Build relationships with stakeholders in microfinance institutions;
- Maintain a customer relationship management database;
- Increase overall customer satisfaction by meeting and exceeding customer support metrics and service levels;
- Communicate clearly to both technical and non-technical people;
- Achieve high levels of customer satisfaction;
- Achieve expert working knowledge of ThitsaWorks solutions (ThitsaWorks will provide training).

Competencies

- Excellent leadership skills;
- Exceptional client orientation skills;
- Strong team player;
- Effective written and verbal communication skills in Myanmar and English;
- Strong analytical and critical thinking skills;
- Excellent organization and time management skills;

Requirements

- A bachelor degree;
- Minimum of five years working in customer relationship management, customer service and customer support preferably in software support or in an operational role within the microfinance industry;
- Experience in Myanmar microfinance or business development background and an extensive network within the Myanmar microfinance or broader financial sector is an advantage;
- Previous experience working with and troubleshooting enterprise software tools;
- Technical/support background and understanding of microfinance/accounting is a plus;
- Independent, innovative, self-starter and go-getter: an entrepreneurial mindset with a great personality; start-up experience is a bonus;
- Good leadership skill, be a team player and is able to work under pressure with minimal supervision;
- Ability to communicate in both English and Myanmar;
- Strong business acumen, communication and presentation skills;
- Ability to prioritize, meet challenging deadlines and perform under pressure; and
- Flexible and adaptable to work in a high-paced startup environment.
