

Customer Success Manager – Jakarta, Indonesia

mClinica is a fast growing impact-driven healthcare technology company, focused on advancing healthcare for hundreds of millions of people across Asia. We help the biggest Pharmaceutical Companies in the World, Governments and NGOs navigate in SEA's emerging markets.

Our platform SwipeRx is the largest community of pharmacy professionals, where we help more than 25% of all Pharmacists in Southeast Asia access education, information and value-added services. As Indonesia is our biggest market, we are now looking for a Customer Success Manager to help us grow our CS team and keep adding value to Indonesian Pharmacists.

Your tasks and responsibilities:

- Full ownership and daily end-to-end responsibility for our Customer Success team and operations in Indonesia, with a clear focus on Customer Happiness and Retention.
- Implement Customer Service best practices, develop SOPs and continuously improve processes.
- Recruit, train and coach a rapidly growing team of Customer Success Executives.
- Work closely with the senior management in developing and implementing strategies to grow our business and market share, based on Customer feedback and insights.
- Liaise with internal, as well as external stakeholders to ensure fast resolution of Customer challenges and feedback.
- Think out of the box and push the boundaries of the service level quality we provide to our customers.

Your Profile

- Desire to learn in a fast-paced startup – attitude is by far the most important.
- Extraordinary social and customer-centric person, excited to engage with people at scale.
- Excellent communicator and creative thinker with a strong eye for detail.
- Proven track record of taking ownership and leadership of a project, experience in managing people is a plus.
- Experience in using CRM or ERP is a must.
- Proficiency in English and Bahasa.
- Bachelor or Masters degree from a top Indonesian University.
- At least 2 years of relevant experience in Customer Service, Telesales or Account Management.

What You Can Expect from Us

- Opportunity to **build, lead and grow a Customer Success team** in a multinational organization.
- **Significant career growth opportunities** in a fast-growing international business.
- **Opportunity to learn directly from senior management and manage a team.**
- **Competitive compensation.**
- **Challenging and diverse assignments** along with direct responsibilities.
- **Fun & casual working environment.**
- **Starting date:** As soon as possible.

Apply

If you are interested in this position and would like to become part of the mClinica team, please send your resume to oscar@mclinica.com (Subject: Customer Success Manager).