

Customer Success Lead – 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 deliver Healthcare Market Access and Analytics services to Pharmaceutical Companies, NGOs and Public-Sector Institutions across 6 countries in Southeast Asia.

At mClinica, people who take initiative and ownership are rewarded with significant responsibility and opportunity to directly impact the business globally. We are now looking for a **Customer Success Lead** to support our growth and increasing work with pharmacies, governments and NGOs.

Your Role:

- In charge of the daily end-to-end operations of the Customer Success team in Indonesia
- Responsible and focused on driving sales as well as be in-charge of 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
- Accountable for the performance of customer success team and meeting monthly targets
- Work closely with the senior management in developing and implementing strategies to grow the business and market share
- 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 Qualification:

- At least 2 years of relevant experience in Customer Service, Telesales or Account Management
- Proficiency in English and Bahasa
- 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
- With B2B kind of experience is required
- Experience in using CRM or ERP is a must.
- Excellent communicator and creative thinker with a strong eye for detail.
- With positive attitude in inspiring the team he/she will be leading
- Experience in managing people is a plus.
- Strong analytical thinker is a plus
- Bachelor or Masters' degree from a top Indonesian University

What You Can Expect from Us:

- **Significant career growth opportunities** in a fast-growing business
- **Competitive compensation** package
- Opportunities for **international travel**.
- **Challenging and diverse assignments**
- **Fun & casual working environment** in an international team.

Apply

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