

MEDICAL SERVICES

Client Success Executive

DEPARTMENT	REPORTS TO	LEVEL	EXPERIENCE	LOCATION
Medical Services	Senior Care and Provider Relations Lead	Mid-Level	2+ years	Nairobi, Kenya

Role Purpose

The Client Success Executive is the day-to-day point of contact for assigned clients, responsible for building strong, professional relationships and ensuring every client request, service issue, and complaint is coordinated across ACS's Claims, Medical, Care Management, Provider Relations, and Finance teams and resolved on time.

The role supports client onboarding, monitors service delivery against agreed standards, and gathers client feedback to drive continuous improvement, client satisfaction, and long-term retention.

Key Accountabilities

Client Relationship Management

- Develop and maintain positive and professional relationships with assigned clients.
- Serve as a primary contact for day-to-day client enquiries and service-related matters.
- Build a thorough understanding of client requirements, expectations, and operational needs.
- Conduct regular client engagement and follow-up activities to strengthen relationships.
- Ensure clients receive timely communication and support regarding their requests.
- Foster client confidence through responsive and solution-oriented service.

Client Support & Service Delivery

- Coordinate client requests and ensure prompt action by the relevant departments.
- Monitor service delivery to ensure adherence to agreed service standards and commitments.
- Follow up on outstanding issues to ensure timely resolution.
- Support the implementation of client-specific requirements and initiatives.
- Ensure accurate communication of client needs to internal stakeholders.
- Track service issues and ensure closure within agreed timelines.

Client Onboarding & Account Management

- Support onboarding activities for new clients and members.
- Facilitate collection and maintenance of client information and documentation.
- Assist clients in understanding available services, processes, and support channels.
- Coordinate client account updates, benefit changes, and service notifications.
- Support implementation of new programs, products, and service offerings for clients.

Stakeholder Coordination

- Work closely with Claims, Medical, Care Management, Provider Relations, Finance, Operations, and Customer Experience teams to address client needs.
- Coordinate internal follow-up on client concerns and service matters.
- Facilitate communication between clients and internal stakeholders.
- Escalate complex issues through appropriate channels and monitor progress until resolution.

Complaint & Issue Resolution

- Receive, document, and track client complaints and service concerns.
- Investigate service issues and liaise with relevant departments to obtain resolutions.
- Provide timely updates to clients on the status of ongoing issues.
- Ensure complaints are managed professionally and resolved satisfactorily.
- Identify recurring service issues and recommend corrective actions.
- Maintain records of client feedback, complaints, and resolutions.

Client Engagement & Retention

- Support activities aimed at enhancing client satisfaction and loyalty.
- Participate in client meetings, service reviews, and engagement sessions.
- Gather and document client feedback for continuous improvement purposes.
- Promote positive client experiences through proactive support and communication.

Reporting & Administration

- Maintain accurate records of client interactions, requests, and service activities.
- Prepare routine client service reports and status updates.
- Track open action items and ensure timely follow-up.
- Maintain client files, correspondence, and related documentation.
- Support preparation of presentations, meeting minutes, and engagement materials.
- Ensure proper management of client information and records.

Compliance & Quality Assurance

- Adhere to company policies, procedures, and service standards.
- Ensure confidentiality and proper handling of client information.
- Maintain compliance with contractual and regulatory requirements.
- Contribute to a culture of professionalism, accountability, and customer excellence.

Key Performance Indicators

- Client Satisfaction
- Client Query Resolution
- Complaint Resolution
- Service Delivery Coordination
- Client Retention
- Stakeholder Relationship Management
- Follow-up and Action Closure

Qualifications

- Bachelor's Degree in Business Administration, Marketing, Public Relations, Communications, Insurance, Healthcare Management, or a related field.
- Proficiency in Microsoft Office applications.

Experience

- Minimum of 2 years' experience in client service, account management, customer experience, healthcare administration, insurance, or a related field.
- Experience within healthcare, insurance, managed care, or customer-facing environments will be an added advantage.

Core Competencies

- **Client Relationship Management:** Ability to build and maintain positive, professional relationships with clients while understanding and responding to their needs effectively.
- **Customer Service Excellence:** Commitment to delivering high-quality service, ensuring timely responses, issue resolution, and a positive client experience.
- **Communication Skills:** Strong verbal and written communication skills with the ability to engage clients and internal stakeholders clearly and professionally.
- **Stakeholder Coordination:** Ability to work collaboratively across departments to ensure efficient service delivery and prompt resolution of client matters.
- **Problem-Solving Skills:** Ability to identify issues, assess solutions, and coordinate appropriate actions to achieve satisfactory outcomes for clients.
- **Professionalism and Integrity:** Demonstrates accountability, confidentiality, ethical conduct, and a professional approach in all client and business interactions.

How to apply

Send your CV and cover letter to hr@acs.co.ke with "Client Success Executive" in the subject line by **2 November 2026**.