



CPB VACANCY

API Success Coordinator

Job Summary:

The API Success Coordinator will be responsible for ensuring a seamless experience for our API users. This role involves managing client relationships, providing technical support, and facilitating effective communication between clients and the development team. The ideal candidate will have a strong understanding of APIs, as they will oversee API documentation, testing, deployment, and maintenance. They must also possess excellent problem-solving skills and a passion for customer success.

Key Responsibilities:

- **Client Onboarding:** Assist new clients in integrating and utilizing our API effectively.
- **Support & Troubleshooting:** Provide technical support to clients, addressing any issues or questions related to API usage and access errors.
- **Documentation:** Create and maintain comprehensive API documentation, including onboarding checklists, technical specifications, usage guidelines, integration procedures, tutorials, and best practices for users.
- **Testing and Quality Assurance:** Oversee and assist in the API testing processes, ensuring that all API functions work correctly and integrate smoothly with existing systems.
- **Feedback Loop:** Gather feedback from clients on API performance and user experience to relay to the development team.
- **Training:** Conduct training sessions for clients on API features and functionalities.
- **Collaboration:** Work closely with product managers and developers to understand upcoming features and updates.
- **Monitoring:** Track API usage and performance metrics to identify potential issues and areas for improvement.
- **Customer Success Initiatives:** Develop and implement strategies to enhance customer satisfaction and retention.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Proven experience in a customer-facing role, preferably in a tech or API environment.
- Strong problem-solving skills and the ability to troubleshoot technical issues.
- Excellent verbal and written communication skills.
- Ability to work collaboratively with cross-functional teams.
- Experience with customer relationship management (CRM) tools is a plus.
- Experience in project management methodologies is beneficial.

Application Process:

Interested individuals should send their applications to vacancy@cpbonline.co.za

Applications close on **7th November, 2024**