



## **JOB ADVERT**

**DEPARTMENT :** Bencon Consultancy

**VACANCY :** Client Relationship Manager

**LOCATION :** Lusaka HQ Office

## **JOB PURPOSE**

- Building long-term relationships with key clients while addressing customer concerns and complaints
- Create retention plans to retain revenue flows, Develop and Market new products

## **REPORTING TO;**

Head-Corporate Services

## **MAIN DUTIES;**

- Build relationships with key employees among customers and Create plans to address clients' business needs
- Advise clients on creating profitable processes and Schedule regular meetings with customers to ensure they are satisfied
- Act as point of contact for complaints and escalate issues as appropriate
- Ensure all KYC compliance and FIC issues are adhered/complied with
- Help sales team up-sell or cross-sell services and products
- Ensure both the company and clients adhere to contract terms
- Study competition to find new ways to retain customers
- Set sales and revenue targets and work diligently to meet them
- Collaborate with internal teams (Administration, Marketing and Consultancy) to address customers' needs

## **EDUCATIONAL QUALIFICATIONS & FUNCTIONAL / TECHNICAL SKILLS**

- BSc/BA in Business Administration, Marketing or a related field.
- Master in Business administration/ Marketing/ PR/ Client relations & Customer Service will be considered desirable.

## **RELEVANT EXPERIENCE**

- Three (3) years of experience in client relationship management.

## **REQUIREMENTS AND SKILLS**



- Proven experience as a Client Relations Person
- Have a background in customer service and knowledge of our industry
- Proven track record of meeting and exceeding targets
- Background in customer service; industry knowledge is a plus
- Experience tracking relevant KPIs (e.g. customer satisfaction)
- Proficient in MS Office, with working knowledge of CRM platforms (e.g. Salesforce)
- A customer-oriented attitude, Excellent communication and negotiation skills
- Ability to grasp customer needs and brainstorm ways to fulfil them
- Problem-solving aptitude and Ability to work well with a team

### **CLOSING DATE**

Suitable candidates are required to send their application & Curriculum vitae to [jobs@aflife.co.zm](mailto:jobs@aflife.co.zm)

Closing date for applications is **24<sup>th</sup> March, 2023**.

**Bencon is an Equal Opportunity Employer and is non-discriminatory on the basis of race, gender, sexual orientation, disability, nor ethnic grouping.**

**Please note that due to the high volume of applications received, only shortlisted candidates will be contacted.**