

Client Relationship Manager

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Company: Recruitment Matters

Location: Lusaka

Category: other-general

Overview

Our client, a leading Insurance company, is looking for a Client Relationship Manager to join their team. **Duties and responsibilities include but are not subject to:** Build relationships with key employees among customers

Create plans to address clients' business needs Advise clients on creating profitable processes

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 is adhered to

Ensure all FIC issues are 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 **Skills**

A customer-oriented attitude

Excellent communication and negotiation skills

Ability to grasp customer needs and brainstorm ways to fulfil the Problem-solving aptitude

Ability to work well with a team **Qualifications** 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) BSc/BA in Business Administration, Marketing or a related field. MBA in Business administration/ Marketing/ PR/ Client relations & Customer Service will be is considered desirable

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