

Junior Relationship Manager

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Company: PRI

Location: Kitwe

Category: other-general

Overview

WE ARE HIRING!!!

One of our clients in the Microfinance sector is looking for Junior Relationship Manager to join their team.

RESPONSIBILITIES:

Maintain a deep knowledge of company products and services.

Building and maintaining strong relationships with prospective and existing clients.

Find out when payments of existing loans will be made

Find out if there are any issues with outstanding loans and work quickly and efficiently to find solutions

Know your clients possible the needs of their clients, thus offering a personalized and dedicated service.

Identifying new market opportunities

Research and pursuing new business opportunities.

Provide clients with comprehensive product/service consultations and guiding their decision-making process.

Upselling and cross-selling products/services to clients.

Resolving complaints and issues efficiently and in a timely manner.

Involving management wherever pertinent to build strong networks and ensuring client satisfaction.

REQUIREMENTS:

Degree in management, marketing, communication, or a similar field.

Experience as a relationship manager, in customer service, or a similar role.

Ability to build and maintain strong client and business relationships.

Proficiency in Microsoft Office and CRM software.

Excellent communication and interpersonal skills.

Good conflict resolution and problem-solving skills.

Leadership and team management skills.

Customer-oriented.

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