

Customer Relationship Executive

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Company: NFT Consult

Location: Nairobi

Category: office-and-administrative-support

We seek to hire a self-motivated and efficient Customer Relationship Executive who will be reporting to the Commercial Manager to ensure high levels of customer satisfaction through excellent sales service.

Key Responsibilities

Plan and conduct visits for existing and potential customers in the assigned markets in order to achieve the given sales targets.

Customer Relationship Management by managing and developing alliances with the existing customer base within the assigned markets to enhance the achievement of sales and profitability objectives.

Follow up on all leads, requests/quotes issued to new/potential clients to ensure the business is secured.

Drive high customer service satisfaction through timely resolution and response to sales inquiries and concerns.

Monitoring and reporting of market trends and conditions, competitor activities, products, prices, and developments.

Prepare and provide relevant reports and information based on the two to guide management decision-making.

Prepare and submit accurate and timely weekly / monthly/quarterly sales reports to the manager to facilitate a comprehensive sales performance review and proper planning for the various segments.

Participate and represent the company at trade exhibitions, events, and promotions in order

to attract new customers, promote our brand and enhance customers' awareness of the company's product range.

Implement a collection plan geared towards ensuring collection targets are achieved and cash flow levels are maximized ensuring the AR is at Zero (100% collection) Conduct periodic product training for both existing and potential customers to enhance both our brand awareness and product knowledge.

Qualifications & Experience

Diploma Sales & Marketing or relevant field.

3years of experience, preferably in a fast paced environment like FMCG or Manufacturing.

Excellent Persuasion, negotiation and influencing skills.

Ability to communicate to different types of customers both verbally and written.

High levels of professionalism with internal and external customers.

Excellent Customer Service, Customer Relationship, and Interpersonal Skills.

Effective planning and organization skills with the ability to design and execute action plans.

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