

## Customer Success Executive (Humanitarians) at Indepth Research Services (IRES)

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Indepth Research Services (IRES) is an international training and consultancy organization with its head office in Nairobi, Kenya. IRES offers a comprehensive portfolio of technical training and education services designed for individuals, and organizations working in the agriculture; climate change and environment; disaster management; education; food and nutrition; health; humanitarian relief; logistics and telecommunication; recovery and reconstruction; safety and security; water sanitation and hygiene sectors

### Key responsibilities:

Identify sales prospects and opportunities in the Humanitarian Sector, produce leads and book appointments with emphasis on high quality leads.

Offer solutions based on clients' needs and capabilities

Developing creative pitches and propositions and follow up with existing clients

Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made.

Following up on new leads and referrals to conversion.

Communicate new service opportunities, special developments, information, or feedback gathered through field activity to appropriate Learning and Development Advisor.

Spending almost 80% of the workday communicating with potential clients.

Contacting potential or existing customers to inform them about our training programs and seminars using scripts

Conducting Learning Needs Assessment to understand customer/key organizations training requirements.

Handling customer grievances to preserve the company's reputation.

Participate in marketing events such as seminars, trade shows, and telemarketing events.

Ensuring that sales quotas are met.

Other duties as assigned.

### **Qualifications and Experience**

Degree in **Community Development, Social Work, International Development** related.

Certificate in **Sales and Marketing**

Knowledge of **Digital Marketing**

At least 2 to 3 experience working with or offering services to Humanitarian organizations.

Knowledge of how **NGOs** and **International Organizations** work.

Eloquent and customer-oriented

Masterly of English with Clear Communication Skills

Great interpersonal, communication and presentation skills

Advanced skills in MS Office, PowerPoint, and Excel

Cool-tempered with perseverance and the ability to handle rejection

Experience in selling training programs and seminars/events

High-level understanding of computer technology

Ability to learn about products and services and describe/explain them to prospects

Outstanding negotiation skills with the ability to resolve issues and address complaints

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