

We are a HR policy formulation, training and consulting firm with a high reputation in our business practices. Our commitment is to ensure sustainability of our client's businesses.

Job Description:

We are looking for an experienced **ACCOUNT MANAGER** to be part of our team for ensuring and improving the performance, productivity, efficiency and profitability of one of our clients account through the provision of effective leadership and strategies. The role holder is also responsible for growing business through sales and cross sales of the Client.

Main Responsibilities

Account Management

- Ensure that TORs and SLAs of the contract are executed as per expectations
- Develop time tables and set deadlines for performance appraisals.
- Continually monitor staff performance while coaching and mentoring them for superior performance.
- Handle the client matters with third parties as authorized by the Projects Manager and the Managing Director
- Create effective customer service procedures, policies, and standards
- Drive the overall efficiency and effectiveness of the calls response process and build the strategy for the call centre
- Effectively interact with other departments including the HR, Procurement, Finance and Line Managers of the Contact Centre departments when handling employee relations, payroll as well as issues relating to preparation of fee notes.
- Ensure that invoices/POs are delivered on time and follow-up on payment.
- Bring to the attention of the management all recruitment requests from the client and ensure that vacant positions are filled in time.

Employee Relations/Welfare

- Chair the contracted staff monthly meetings at the station and update management on deliberations resulting thereof.
- Deal with all staff complaints brought to your attention.
- Promote work place safety
- Schedule and organize for staff meetings
- Handle staff grievances as per company policy.

New Business Development

- Prospect for potential new business within the client and turn this into increased business.
- Cold call as appropriate within your market or geographic area to ensure a robust pipeline of opportunities.
- Meet potential clients by growing, maintaining, and leveraging your network.
- Identify potential clients, and the decision makers within the client organization.
- Research and build relationships with new clients.
- Set up meetings between client decision makers and company's practice leaders/Principals.
- Plan approaches and pitches. Work with team to develop proposals that speaks to the client's needs, concerns, and objectives.
- Participate in pricing the solution/service based on the risk and value of the potential client.
- Handle objections by clarifying, emphasizing agreements and working through differences to a positive conclusion. Use a variety of styles to persuade or negotiate appropriately.

- Present an image that mirrors that of the client and the Company.

Client Retention and Relations

- Present new products and services and enhance existing relationships.
- Work with technical staff and other internal colleagues to meet customer needs.
- Arrange and participate in internal and external client debriefs.

Risk Management

- Identify and document Risks and loss exposures for the Company and the clients.
- Identify and monitor and coach/report staff with risky behaviors and reputational issues
- Prevent any losses to Company and Clients
- Be accountable to follow procedures, attend risk control meetings, and, when appropriate, provide any recommended training.
- Any other duty as may be assigned by the management from to time.

Qualifications and Experience:

- Any Business-related degree or Business-related diploma plus two-year experience in a leadership role with significant hands on experience
- 3-5 years proven experience in managing call Center teams
- Business process engineering and modeling customer engagement work flows
- Experience in delivering client-focused solutions based on customer needs
- Excellent listening, negotiation and presentation skills
- Preference of a candidate who has been part of setting up a call center operations for any industry.
- Proven ability to manage multiple projects at a time while paying strict attention to details

Interested candidates can apply for the role by sending current CV and cover letter via email address: hr@silver-deangroup.co.ke with the subject **Account Manager** by COB 30th June 2020
ONLY shortlisted candidates will be contacted.