

VACANCY FOR THE POST OF A CLIENT SERVICES MANAGER IN PENCINEMA, AGEGE, LAGOS

Job Title: Client Services Manager

Location: Pen cinema, Agege, Lagos

Employment Type: Full-Time

Salary: Flexible

WORK HOURS: 8:00 AM – 5:00 PM

Our Profile:

We are a leading real estate firm dedicated to simplifying your property journey. With expertise in property sales, rentals, and management, we are committed to connecting clients with the best real estate opportunities. Our Offerings: Sales & Acquisitions, Property Rentals, Management Services and Consultation.

To meet the growing demands of our expanding client base, we are seeking a proficient Client Services Manager to join our dynamic team at our Head Office in Lagos.

Job Description:

We are seeking a dedicated and results-driven Client Services Manager to oversee and enhance customer relationships, ensure client satisfaction, and drive service excellence. The ideal

candidate will act as the primary point of contact for clients, managing their needs while maintaining high service standards.

Job Responsibilities:

1. **Client Relationship Management:** Build and maintain strong relationships with clients. Act as the main point of contact for clients, addressing their needs and concerns promptly.
2. **Service Delivery:** Ensure the timely and efficient delivery of services to clients. Coordinate with internal teams (Accounts and site coordinator departments) to meet client expectations and service standards.
3. **Client Onboarding:** Guide new clients through the onboarding process. Provide training and support to help clients understand and use the company's services effectively.
4. **Problem Resolution:** Address and resolve any client issues or complaints. Work to find solutions that satisfy both the client and the company.
5. **Account Management:** Manage client accounts, ensuring they are up-to-date and accurate. Track client interactions and maintain detailed records such as birthday messages, acknowledgment of payments, receipts etc.
6. **Performance Monitoring:** Monitor the performance of services delivered to clients. Gather feedback and use it to improve service quality and client satisfaction.
7. **Reporting:** Generate regular reports on client interactions and service performance. Provide insights and recommendations based on client feedback and data analysis.

8. Sales Support: Assist the sales team in identifying opportunities for upselling or cross-selling to existing clients. Collaborate with the sales team to develop strategies for client retention and growth.
9. Client Retention: Develop and implement strategies to retain clients and reduce churn. Foster long-term relationships to ensure client loyalty. Work with the sales team to address any issues or concerns that arise during the sales process. Ensure that any problems are resolved promptly to maintain client satisfaction
10. Team Leadership: Lead and mentor a team of client service representatives. Provide training and support to ensure the team delivers high-quality service.
11. Client Feedback Management: Develop a system for collecting and analyzing client feedback. Use feedback to implement improvements and track progress over time.
12. Risk Management: Identify potential risks in client relationships and develop strategies to mitigate them. Address any issues proactively to prevent escalation.
13. Lead Conversion: Assist the sales team in converting leads into clients by providing insights into client needs and preferences. Participate in sales meetings to discuss potential clients and how to approach them effectively.

Requirements:

- NCE /OND / HND/Bachelor's degree in Business Administration, Marketing, or a related field.
- 3-5 years of experience in client relationship management or a similar role.
- Strong understanding of customer service principles and practices.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to manage multiple client accounts and

prioritize tasks effectively.

- Proficiency in CRM software and Microsoft Office tools.
- Proven ability to lead client-related projects and deliver results.

HOW TO APPLY

- Interested candidate should send their CVs to hr@globalclique.net
- Use the job title as the subject of the mail.
- Only shortlisted candidates will be contacted.