



IGNIS GLOBAL PROTECTION GROUP

JOB ADVERTISEMENT | CUSTOMER RELATIONSHIP & NEW BUSINESS MANAGER

IGNIS GLOBAL PROTECTION GROUP is one of the world leading companies providing training and consultancy services within the entire emergency management, emergency preparedness and emergency response process for civil and military airports, airlines, industrial facilities, oil and gas complexes, governments, ports and ships, tunnels, and municipalities. At the moment we are focusing on opening the African market and therefore we are looking for a Customer Relationship & New Business Manager.

We are looking for an experienced customer relationship and new business manager to be responsible for engaging with international customers by building and preserving trusting relationships. The customer relationship manager will constantly identify opportunities to grow the customer base and build positive relationships with new clients. You should also be strategic and analytical when finding solutions to problems to ensure maximum client satisfaction. To be successful as a customer relationship and new business manager, you should possess excellent communication skills and maintain the core values of the organization. You will conduct quality assurance surveys to determine customer satisfaction and use the findings to improve on areas of complaint. Ultimately, an outstanding customer relationship manager will work closely with sales and accounts managers to ensure that all staff preserves relationships with clients. Furthermore an important part of this role is our new business development in Africa.

Customer Relationship and New Business Manager Responsibilities:

- Building and maintaining profitable relationships with key customers.
- Overseeing the relationship with customers handled by our team.
- Resolving customer complaints quickly and efficiently.
- Keeping customers updated on the latest products in order to increase sales.
- Meeting with division managers in the organization to plan strategically.
- Expanding the customer base by upselling and cross-selling.
- Understanding key customer individual needs and addressing these.
- Conducting business reviews using CRM programs.
- Knowing our competition and strategizing accordingly.

Customer Relationship Manager and New Business Requirements:

- A bachelor's degree in administration / hospitality management or a related field.
- A minimum of 10 years' experience is mandatory.
- Excellent interpersonal and communication skills.
- Proficient in all Microsoft applications.
- Superior knowledge of the African continent, cultures and traditions.
- A team player with leadership skills.
- Maintain a positive attitude focused on customer satisfaction.
- English as a native language is mandatory.
- Very good written and spoken Afrikaans language skills is mandatory.
- Proficient knowledge of African culture and traditions.
- Existing network on the African continent, focusing Southern Africa.
- Willingness to travel.

applications via email to: office@ignis.group



AVIATION



INDUSTRY



OIL & GAS



GOVERNMENT



MUNICIPAL



MILITARY



HARBOUR



MARITIME



ACCREDITATION