

JOB DESCRIPTION

Department:	Business Development Division North
Job Title:	Relationship Management Officer
Location:	Borno
Employment Type:	Full Time
Job Rank:	Analyst
Job Function:	<ul style="list-style-type: none"> • Adhering to the annual business growth & Customer retention strategy • Ensure the smooth and efficiency of day to day running on allocated desk. • Provide comprehensive data for every employer or organization visited for update of our company's Central Employer Database • Ensure that all documents received from clients are properly scanned for e-filing and all original documents archived appropriately. • Ensure up to date collection of contributions in all allocated self-funding public and private companies. • Ensure first time contributions are made by registered Micro Pension subscribers
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<p>The Customer Relationship Management Staff are responsible for customer management and retention. He/she must ensure that objectives and strategies of the Company in the area of Customer retention and satisfaction are achievable and that they are rolled out good service delivery. The Customer Relationship Staff is also to develop customer friendly services such that existing relationships are nurtured and sustained to ensure the company's customers' needs are continuously satisfied.</p> <p>He/she must manage this process professionally and effectively in order to ensure maximum Customer Satisfaction. This is a high-sensitive position in the marketplace demanding superior communication and public relations skills.</p>	
PERSON SPECIFICATIONS	
Education Qualification:	A degree with a merit grade in Business Management, Business Admin or any related discipline. MBA will be an added advantage.
Professional Qualifications:	Professional certification and or advanced training in related fields
Experience:	Minimum of 4 years post qualification experience. At least 2 years must have been in the financial service sector.
Age Bracket:	28 to 35
How to apply:	recruitment@sigmapensions.com