

Business Development Account Manager

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Company: Netcom Africa Limited

Location: Lagos

Category: installation-maintenance-and-repair

Key Duties & Responsibilities

Account Management Ensure quarterly sales target are met
Upsell new solutions to existing clients
Account Management to ensure client satisfaction on network
Ensure zero churn of client
Build personal relationship with clients
management/I.T contact
Assist in the management of new projects/installations with engineering team to ensure project delivery to clients satisfaction
Establish and maintain relationships with engineering, procurement, finance and legal team on a day-to-day basis to ensure best/undelayed service to our clients
Assist billing team to resolve payment delays from clients
Ensure timelines are followed and communicated to clients.
Provide assistance to engineering team, provide all information to deliver best quote and proceed with surveys/installation. Regularly provide feedback/updates from clients.
Provide support to best manage outages or maintenance activities
Ensure clients KYC are properly filled; contract, welcome pack to be sent post installation, renewals etc.
Proficient in workflow of SAR new deals, upgrades, demo upgrades(to test), downgrades, modifications, change management forms, etc.
Ensure SLA are all updated and shared to client
Manage and prioritize all tasks appropriately on a daily basis to ensure no delays
Communicate/escalate issues to engineering or management to improve Netcom services
Research and Reports Keep management informed by submitting activity results and reports, such as daily call reports, weekly work plans, monthly and annual activity reports.
Monitor competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
Recommend changes in products, service, and policy by evaluating results and competitive developments.
Internal Relationship Management liaise & collaborate with: Finance - on the

work flow of Service Activation Requests new deals, upgrades, demos, downgrades, modifications, change management, etc. Billing -to negotiate pricing within approved margin Day to day operational business solutions interface between departments Legal - to ensure the aspects of contract, signing, service contracts, revisions are done. Ensure SLAs are all adhered to and all documentation is up to date. Requirements Essential Skills / Knowledge Experience with both Microsoft operating system and Apple operating system Strong verbal and written communication. Good presentation skills for business reports Ability to organize and conduct purposeful Departmental/ Unit meetings Ability to develop and maintain business relationships with internal and external stakeholders. Desirable Skills / Knowledge A polite, friendly and diplomatic behaviour Outgoing and reliable personality Speak Confidently and firmly A passion for selling Opportunistic in approach Ability to communicate with people at all levels Ability to organize and conduct purposeful meetings Establish and build a strong relationship with management of Netcom clients Strong prospecting and negotiation skills A high degree of self-motivation Resilience and persistence Persuasiveness Quick thinker Problem solver See it, own it attitude Time management skills Ability to do multiple tasks at once Self initiative, but also able to work as part of a team Ability to generate ideas Strong administrative skills Good understanding of Microsoft operating systems. Able to use properly MS Word, Excel and Power-point Education and/or Professional Qualifications Graduate degree qualification is essential. Affiliation to professional bodies Minimum of 5 years post-qualification experience Benefits Healthcare Insurance (HMO) Paid Leave Group Life Insurance GYM Membership Hybrid work model Professional Development Reimbursement

3 years

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