

## Senior Executive, Retail Services

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Company: Fuzu

Location: Nigeria

Category: other-general

### Job Summary

Contract Type:

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### Requirements

Experience 4-7 years.

### Responsibilities

Purpose: Serve - Engage, overall account management.

Source new key retailers (decided with PL/Market) responsible for contract negotiation. End-to-end retail Account management for your selected retail clients, delivering on E2E Cost and revenue targets. Work with EDD team to ensure quality data.

Engage with retail customer stakeholders as the first Point of Contact for retail accounts on all topics (proactive and reactive engagement). First and foremost, manage customer satisfaction and proactive communicator. Consistent link between NIQ and customer.

Drive account direction & strategy, own & understand the stakeholder landscape, and plan & execute engagement per account accordingly.

Generate Ad-hoc/proactive insights, and perform analytics 'on the fly' as part of regular proactive engagements with retail customers. Track Value delivered monthly.

Interface and partner with retail customers and the Client Success team, brief requests &

queries through correct traffic control channels in an Agile environment. Overall responsibility of the delivered product. Competitive Education of retail customers for RMS business, including new starters within the retail team. Other department offerings i.e. Loyalty, CI, CPS, Bases, AAC etc.)

Finance Liaison; own and drive all activities and compliance with NIQ finance processes.

Deliver on cost and revenue targets set at the start of the year, through growth of direct revenue.

E2E Financial compliance/admin – Revenue recognition & Cash Collection

Net Positive NPS Score, at least 2 responses per retailer

Traffic control/primary POC (clarity of briefs, structure of solution/collaboration)

Sourcing - new (clear objectives from market focus, ie Spar, BP, BLNS etc)

Sourcing - current (RAP enhancement, supporting RE, wholistic account overview - what retailer provides vs what they get back, push for enhancements etc)

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