

Client Service Manager

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| Remuneration: | negotiable basic plus commission |
| Location: | Johannesburg, Marlboro Gardens |
| Education level: | Degree |
| Job level: | Mid/Senior |
| Type: | Permanent |
| Reference: | #Client Service '24.2 |
| Company: | Rocket Creative Design & Display |

Rocket Creative Design & Display is powered by its successful client service team, and we're on the hunt for a qualified client service manager to drive sales and growth.

- You will be responsible for taking charge of a small, experienced team and, with management, formulating and implementing strategies. You will need a formidable understanding of all client service management requirements, the ability to excel at big brand management, and proficiency in closing deals with strong negotiating skills.
- You must be a quick learner and have the ability to showcase our offerings compellingly.
- Often tasked with giving presentations, you must always be personable, presentable, and professional.

Objectives of this role:

- Represent the company's products and services, using consumer research and deep and comprehensive knowledge of how our solutions meet customers' needs.
- Achieve weekly, monthly, and annual sales quotas by successfully implementing sales and marketing strategies and tactics.
- Generate leads and build relationships by organising daily work strategies to call on existing and potential customers.
- Develop and implement a growth action plan using data analysis and adjust sales techniques according to interactions and results in the field.

Responsibilities:

- Have a full understanding of the business and services we offer to maximise growth opportunities.
- Maintain working relationships with existing clients to ensure they receive exceptional service and identify potential new sales opportunities.
- Identify prospects, set appointments, make effective qualifying sales calls, and manage sales cycle to close new business.
- Develop in-depth product knowledge and ability to take and give a marketing brief and be able to conduct demos and handle engagement.
- Prepare concise and accurate proposals, presentations, and other required documentation for the executive-level.
- Achieve sales goals by assessing current client needs and following a defined selling process with potential buyers.
- Work with and lead the sales team, ensuring all process efficiencies are followed, sales target performance deliverables are achieved, and company standards are upheld.
- Provide monthly sales reporting and figures analysis.
- Take initiative by anticipating and ensuring clients' needs are met and regularly engaging and exceeding client expectations.
- Recognising opportunities, brainstorming, research, client meetings, and product development and presentation.

- Managing multiple clients and overseeing the client service team on all client budgets /costs /billing.
- Research, compile, and analyse data to stay current/relevant with industry and marketing trends as well as competitors to identify trends and growth opportunities.

Required skills and qualifications:

- Minimum five years of sales experience at a similar level, with proven results.
- Excellent communication, interpersonal, problem-solving, presentation, and organisational skills.
- Sales and target-driven with acute attention to detail, time management, and problem-solving skills.
- MS Office and IT proficiency.
- Interpersonal proficiency focusing on sales team and production staff upliftment.
- Valid Code 8 driver's licence.
- Ability to travel if and when required.

Preferred skills and qualifications:

- Bachelor's degree in business and/or marketing.
- CorelDraw / Adobe Suite / Sketch-Up competencies.
- Proven success rate at levels above sales quota.

Company Description

Rocket Creative Design & Display offers innovative, trend-setting, and anti-norm visual display products. These are conceived and originated by fusing our functional ingenuity, creativity, and inventive spirit with our own very individual approach to fabrication whilst following our ' Innovation, Simplified ' creative ethos.

Posted on 16 Apr 08:29, Closing date 14 Jun

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Rich Nilson

recruitment@rocketcreative.co.za

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