

## **CUSTOMER RELATIONS ASSISTANT**

### **Company Description**

Stima investment is an investment company registered under the co-operative act whose main mandate is to carry out investment activities using member's funds.

### **Supervision**

The position will report to the Customer Relations Officer

### **Purpose of the Job**

Responsible for the reception whilst facilitating customer education on the Society's products and services by effectively handling customer inquiries and any complaints arising.

### **Duties and Responsibilities**

The Customer Relations Assistant will carry out the following functions:-

- a) Implementing policies and standards pertaining to customer relations.
- b) Attending to customer complaints and expediting correction and following up to ensure resolution.
- c) Facilitating customer education on the Organization's products and services through shows, exhibitions and fairs and other promotional activities.
- d) Promoting new products to enhance customer service.
- e) Maintaining of records and directory of VIPs for contact purposes.
- f) Selling the Organization's products and offering quality customer service
- g) Demonstrating products and services to existing and potential customers and assisting them in selecting those best suited to their needs.
- h) Making telephone calls, visiting customers and researching sources for developing prospective customers.
- i) Expediting resolution of customer complaints by investigating problems and developing solutions.
- j) Advising management on customer needs, problems, interests, competitive activities and potential for new products and services.

- k) Providing and maintaining customer records.
- l) Participating in trade fairs, expo's, industry conferences in order to enhance sales growth.

**Knowledge and Skills Required:**

The jobholder must possess:

- Diploma in Customer Service or a Business Related field
- A minimum (1) year experience in a similar role
- Must demonstrate high integrity and ethical practice
- Must demonstrate ability to execute work assigned with minimum supervision
- Must be a team player who is able to work cordially in teams
- Must demonstrate ability to multitask.
- Should have ability to solve problems by applying relevant knowledge
- Must have the ability to communicate for both written and oral communication
- Must be able to work under pressure
- Must be a flexible person, who is willing to learn and able to work flexible hours to achieve goals
- Must be able to deliver targets, and a good planner who pays attention to detail
- Must have knowledge in use of MS office packages

**Application Details**

If you meet the above requirements, please send cover letter, resume, certificates and testimonials to [Recruit@stimainvestment.co.ke](mailto:Recruit@stimainvestment.co.ke) by 28<sup>th</sup> February, 2018.