

NEW VACANCY

Let's grow together, become our

LEAD KEY ACCOUNT MANAGER, SME



Bachelor degree in Business or other related fields.



A minimum of 3 years of experience in account acquisition/management.



CORE RESPONSIBILITIES

- To achieve agreed growth rates for SME accounts in line with the Tigo Business annual plan.
- Drive SME/SOHO sales through the Shop channels (Direct, franchise, agents).
- Responsible for measuring, reporting, and driving team leaders/direct sales agents to meet the organizational set targets.
- To achieve agreed retention targets within an existing corporate sector account portfolio and ensure all contracts are renewed.
- To support customers and implement an effective engagement and support model to ensure customer satisfaction.
- To be the central point of contact for all accounts under your portfolio and coordinate customer communication within the organization for timely resolution.
- Work with product team and ensure solutions are customized to meet customers' requirements.
- Ensure all the bills are paid as per the credit policy by supporting the credit control teams.
- Highlight credit risks and advice management accordingly and timely.

CORE COMPETENCIES

- Expert in selling B2B Products/Spectrum of services.
- Ability to engage in effective and persuasive negotiations.
- Strong interpersonal and communication skills.
- Good leadership skills.

"We are committed to equal employment opportunities and unbiased treatment of all individuals in all employment practices". Only shortlisted applicants will be contacted".

If this description corresponds to you, grow with us by applying before **September16, 2024.**

APPLY HERE