



Client Relationships Manager (CRM)

Job Brief

Lady Askari has an exciting opportunity for a motivated and customer-focused Client Relationship Manager (CRM) to join our dynamic team. In this role, you will be our clients' primary point of contact, ensuring their needs are met, their expectations are managed, and their experiences with our services are exceptional.

As a CRM, you will be crucial in strengthening client relationships, addressing inquiries, and delivering tailored solutions to enhance their experience with our organization. Your expertise in client management, technical understanding of security solutions, and ability to build trust will be key to your success in this role.

Duties & Responsibilities

- Develop and implement a strategy for client relationship management in collaboration with your Line Manager.
- Build and maintain strong relationships with new and existing clients to ensure retention of service contracts, long-term partnerships and client loyalty.
- Conduct monthly client meetings and provide updates on service performance, contract progress, and security system optimisations.
- Assist in contract renewals, and amendments while ensuring accurate and timely quotations for security solutions and services.
- Address and resolve client concerns by coordinating with operations teams and providing proactive communication throughout the resolution process.
- Oversee billing, ensuring accurate invoicing for variable costs, bonuses, and penalties.
- Monitor service contract performance and operations, addressing any issues or opportunities for improvement and ensuring the contract stays within budget.
- Identify upselling opportunities for additional security services or solutions based on client needs.
- Communicate effectively to manage expectations, provide updates, and ensure transparency.
- Monitor contract compliance monthly and address any deviations, ensuring a clear understanding of scope to mitigate risks such as scope creep.
- Drive client communications during incidents or out-of-scope situations to ensure prompt resolution and recovery while maintaining client trust.
- Keep the CRM database updated with accurate information, reflecting real-time contract statuses, service progress, and client interactions.
- Advocate for clients' needs internally while promoting upselling opportunities to enhance the value of security solutions provided.
- Collaborate with internal teams (e.g., operations, sales, and HR) to deliver a seamless service experience tailored to client security needs.

Qualifications

- 2-4 years of experience in client relationship management, preferably in the security industry or related sectors.
- Bachelor's degree in Business Administration, Management, or a related field.
- Experience in service contract negotiation and technical product sales is highly desirable.
- Familiarity with security solutions, such as secure journey management, executive protection,



surveillance technologies, or risk management services, is an advantage.

Competencies

- Strong interpersonal and communication skills to effectively engage with clients and internal teams.
- Proven ability to handle client expectations and align them with organizational processes.
- Experience conducting client meetings, delivering presentations, and driving results.
- Skilled in contract interpretation, tracking progress, and resolving conflicts.
- Basic financial knowledge, including budgeting, invoicing, and billing management.
- Ability to identify upselling opportunities and drive transactional growth.
- Strong negotiation skills to achieve favorable outcomes for both the client and the organization.
- Proactive problem-solving mindset with the ability to promptly address client concerns and challenges.
- Highly organized with excellent attention to detail for accurate contract and CRM data management.

Apply via this link: <https://airtable.com/app2njYGJRO1n7fx1/shrwbfb03P5vlyqV3>

The deadline for applications is 3 January 2025 at 5 pm