



Client Operations and Acquisition Manager

(Full Time Position)

Nasara Tech is a growing organisation focussed on building socially inspired technological tools to improve processes in Ghana and beyond.

We are looking for a Client Operations and Acquisition Manager to manage existing clients and while acquiring and building relationships with new customers. Do you challenge the status quo and believe in making a social impact? Do you thrive at managing multiple demands in a fast paced environment? Do you enjoy working remotely? Then we would love to hear from you. You will be an integral part of the development and execution of sales, and marketing plans to reach targets from brand awareness to product communication as well as acquiring and managing customer relations.

Key Responsibilities

Business and Customer Acquisition

- Ability to participate in all aspects of the business development cycle
- Plan and execute goals and objectives related to customer acquisition, productivity, profitability and industry penetration among others.
- Prioritize digital opportunities that support the organization's strategic growth plan and revenue objectives.
- Pitch the organisation's products to potential clients, network, cold call, develop rapport with new clients, set targets for sales and provide support that will continually improve client relationships.
- Identifying & developing new markets, lead generation, client retention and achieving targets.
- Tracking of new projects, competitors activities & performance, sensing new changes in the market & evolving new models

Client Operations

- Build usage, interest, and awareness of Nasara Tech with our clients through training and analytical support that will help to achieve increasing renewal rates and maximum growth within each account
- Work very closely with Clients; understand the client requirements, and proactively provide the required solutions
- Engage with clients to gather feedback and understand business objectives, which will help to identify potential prospects.
- Provide timely and thorough responses to ad-hoc client questions and research requests using the appropriate tools and services. Manage client product purchase requests.
- Act as a single point of contact for customers; actively participate in client management, collection of payment from clients and client visits to ensure smooth communication.
- Demonstrate products to customers and show them how to maximize their features.

Requirements

- Must have at least 2 years experience in sales, marketing, customer relationship management or a similar field
- An entrepreneurial spirit. Previous startup work experience is a plus but not required.
- Strong interpersonal skills and an ability to build rapport with customers. A track record of managing client relationships.
- Must have a strong knowledge of Google Apps (Gmail, Docs, Spreadsheet, Presentation) and must be able to use Skype, communicate constantly and work remotely in an unfancy environment. We use Slack for officestyle communication and Asana for task and project management. Must know Microsoft Excel and PowerPoint
- Social media marketing experience a plus. Must be interested in software technology
- Must be hardworking, entrepreneurial, focussed, fun to work with, ability to work independently and remotely. Ability to handle multiple projects simultaneously and with different deadlines, which includes producing and delivering reports

This role comes with a great opportunity to build yourself, and to create and lead your own team. Your performance and results will be reviewed every other month and analyzed in four months. If this sounds like the right opportunity for you, please click the link below to fill out an application; <http://ow.ly/4mPA03>