

Relationship Manager

Offline is a business-to-business service provided by Vault-Tec Ltd. that aims to help businesses manage their ground transport and logistics needs. Looking to differentiate itself through innovative services, creative solutions and original value-adds. Vault-Tec Ltd. welcomes and encourages applications from people of all backgrounds.

Job Description (Roles and Responsibilities)

The main purpose of the job:

In this role, you will be responsible for fulfilling a range of duties. Arranging, scheduling and managing transportation and/or logistics services on behalf of clients. As well as facilitating good business relationships with these clients. The purpose is for the service to maximise the value of its relationships and maintain a good name.

What is the jobholder expected to achieve?:

1. Successful integration into clients' corporate structure. Thereby becoming a vital aspect of their day-to-day operations.
2. Efficient supervision of all the transportation and/or logistics requirements of clients. This means dealing with client requests in a timely and organised manner.
3. An effective and well-organised team dedicated to meeting clients' needs. Consisting of the jobholder and a group of partners—third party service providers. Key to running this team would be balancing partner motivations and client demands.
4. A well-regulated client experience, across various touchpoints— interactions with partners in particular. This requires motivating partners to always provide the highest standards of service.
5. Well maintained relationships with clients, built upon trust and value. Will involve cultivating relationships with executives, HR managers, and admin and finance officers. In essence, all key members of a client's team who make or influence purchasing decisions.
6. A deep understanding of the challenges that clients face, acquired through detailed analysis. This will lead to the identification of opportunities for increased/potential revenue. Which will, in turn, result in the generation of new business.

Essential qualifications, skills and experience

- Bachelor's degree or equivalent.
- Strong communication skills, the ability to listen, write and speak in the English language.

- Excellent interpersonal skills. Including the ability to influence and manage stakeholders (top to bottom). As well as the ability to work with and manage a team.
- Good organisational skills. Especially the ability to prioritise and administer various tasks; and manage conflicting deadlines.
- Great analytical skills and an eye for detail.
- Customer service experience.

Desirable qualifications, skills and experience

- Working knowledge of Excel.
- Able to navigate Lagos like a pro.
- At least 2 years of professional experience.
- Team management experience.
- The successful applicant will be empathetic and a firm believer in service as its own reward. With an entrepreneurial mindset and a strong sense of personal ownership and accountability. They will need to be able to manage work pressure as a result of demands from stakeholders. All the while maintaining the ability to see the big picture and stay motivated.

Other job details

- **Type of Position:** Contractual
- **Duration:** 18 months with the option to extend
- **Country/Territory:** Nigeria
- **Location (City):** Remote (Lagos)

Remuneration, other benefits and conditions of employment

Below are starting figures, they are subject to review and change.

- **Base salary (NGN):** 60,000/monthly
- **Communication (NGN):** 2,000/monthly on a company-issued prepaid mobile line (BYOD).
- **Excellence bonus:** Non-monetary reward, e.g. a gift card, ticket or physical gift item, based on a monthly appraisal. This performance review will assess client complaints, churn, retention and satisfaction.
- **Expansion bonus (NGN):** Quarterly bonus based on the growth rate of revenue from existing clients.

Our expectations

Here's a snapshot of what your time fulfilling this role would look like and an overview of the goals for success.

Tasks

1. Check invoices for inaccuracies.
2. Follow up with clients about due invoices.
3. Handle customer service and client queries.
4. Upsell existing customers to generate extra revenue.
5. Take part in regular reviews.
6. Ensure precise record-keeping of:
 - a. Incoming requests
 - b. Request status
 - c. Request info collected from clients
 - d. Request data reported by partners
7. Lock-in incoming requests by:
 - a. Getting immediate confirmation from the client.
 - b. Assigning requests to suitable partners.
 - c. Done no later than 72 hours after the request came in and 2 hours before it's due.
8. Ensure proper communication of:
 - a. Necessary request info to the assigned partner.
 - b. Request assignation to clients.
 - c. Partner arrival, departure and completion to clients.

Goals & Objectives

- Forging an emotional connection with clients is the main goal of this role. With the desired result of creating happy customers and fostering brand loyalty. Build positive relationships with clients by:
 - Taking the time to get to know who they are, grasping their needs and learning about their whole operation.
 - While allowing them to get to know you in turn and tell you how to improve their experience. Listen to them and show you're taking notice by implementing that feedback without delay.
 - Taking every chance to surprise and delight them. Even the smallest gestures—if timely and genuine, will make them feel valued. Small gestures like personalised communication.
 - Apologising when something goes wrong (and it will at some point) and dealing with it right away. The client may not be happy, but they will appreciate your efforts to make it right.
- Client satisfaction is the leading measure of the success (or failure) for this role. Tracked using customer satisfaction, net promoter and customer effort scores. The desired results are positive ratings sustained across the board.
- A high percentage of clients retained by the service at the end of a given period. Demonstrated by an average eight-week retention rate of 80%.

- Curtailment of the rate at which clients stop using the service. With an aim to keep the annual churn rate below 5%.
- Month-over-month growth of revenue generated from existing clients. Indicated by attaining and sustaining a rate of at least 20%.
- A low number of client complaints due to poor service quality. These might be due to unmet expectations or ineffective support. The goal is to keep the monthly share of complaints about poor service below 15% of the total.