



Customer Relationship Manager

Roles and Responsibilities

Responsible for exceeding collection targets

Evaluate program results and optimize as needed

Credit control

- Ensures that credit procedures are in place and enforced at all times
- Continuous Credit Control Processes Improvement
- Control debt collection Agency
- Identify changes in payment patterns and propose action to avert indebtedness

Debt Collection

- Makes thorough follow-up of due debts and collection of outstanding balances by putting up a proper processes
- Initiates an Overdue Reminder Note to customers and proper follow-up on response.
- Liaises with Sales Department on customer problems that may affect debt collection targets
- Ensure that debts are paid in timely manner
- Provide accurate advice on billing queries

Reports

- Prepare various analytical reports and statistics as required by the business on a timely basis.

Other duties to be done in liaison with the Accountant

- Running the invoices through the EFD
- Taking Statutory returns to MRA for Stamping.

Educational Qualifications

- Bachelor Degree in Marketing/IT, an MBA is preferred.

Experience Requirements

- 5+ Years of relevant experience
- Accounting Knowledge
- Proven track record in customer retention & relationship management
- History of creating productive working relationship and trust with teams across multiple departments
- Strong communication skills
- An understanding of the client's needs

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