Part-time Client Relations Manager

We are looking to recruit a Part-time Client Relations Manager who will assist us with our client relations as our business continues to grow and expand. The role is based in South Africa where you would be in charge of managing the South African territory. The main responsibilities include but are not limited to; managing clients in South Africa and overseas installing On-Site BoardPacks solutions as well as managing clients using our hosted version of BoardPacks. Over time, you will play a key role in ensuring continued customer satisfaction, and working as a part of a committed team, reporting to Janet Jones, our Client Director. The successful candidate will have a passion for working with technology, be able to work well with others and have a "can-do" attitude.

The Job Specification

- Build and maintain positive relationships with Clients.
- Prepare client facing and internal documentation.
- Provide excellent client training at all levels.
- Manage client expectations and maintain regular contact with clients.
- Ensure Client Relations KPI scores are, as a minimum, maintained.
- Provide assistance for clients and partners installing BoardPacks On-Site solutions.
- Assisting with the implementation and deployments of On-site and hosted versions of BoardPacks
- Liaising with eShare Partners to ensure they are able to assist client with the implementation of BoardPacks (all versions but particularly On-site and 365).
- Willing to travel.

The Candidate

Essential

- Experience of customer management skills
- Good communication skills and attention to detail
- Good to excellent presentation skills
- Flexible and able to work in a dynamic team environment.
- Effective organisational and time-management skills.
- Able to demonstrate the ability to support installation of IT solutions.

Desired

- Knowledge and experience of SharePoint
- Any knowledge or experience using some or all of the following would be beneficial:
  - Windows Office, Word & Excel
  - Windows Server technologies (AD, DNS, SMTP)
  - ASP.NET

If you are…

- Enthusiastic
- Willing to learn
- A team player

- An excellent communicator
- Keen to have a role that is client facing and you want a career, not just a job!

…then we would like to hear from you!

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