

We're inviting applications for:

# Client Care Executive

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## Outline

This role takes ownership for providing first-class client care - building positive business relationships and providing clients with individualised and professional support to ensure their needs are fulfilled. Duties also include creating first and lasting impressions and obtaining post-sales client feedback.

Also assists the Operations Team Leader with some operations duties and supports operations team through a variety of tasks related to organization, scheduling and communication.

## Essential Duties

### Client Care Duties:

#### Communicate with clients

- Communicate with clients through various channels to ensure they feel valued and supported - on the phone, via email, via WhatsApp or walk ins.
- Maintain a positive, empathetic, and professional attitude toward clients at all times.
- Provide assistance in filtering and forwarding communications to proper individuals and departments.
- Manage the general email and enter tickets in Zoho and forward correspondence to relevant department.
- Ensure client emails are answered within 2 hours and phone calls answered within 2 rings, in a bright and cheerful tone.
- Acknowledge and resolve client queries or complaints.

## Client Satisfaction

- Know our products inside and out so that you can answer any questions.
- Identify and assess clients' needs to achieve satisfaction. Go the extra mile to engage clients.
- Communicate and coordinate with other team members as necessary to ensure that clients' needs are looked after.

## Client Sales

- After sales service – call clients to get feedback and to determine their satisfaction with our services and to get referrals.
- When calling clients to schedule technician visits or for feedback, take the opportunity to sell supplies – cups, bottles etc.
- Generate sales leads for sales team from client interactions etc.

## Reporting and Feedback

- Keep records of client interactions, transactions, comments, and complaints in Zoho CRM.
- Provide feedback on the efficiency of the client care process.
- Recommend potential products or services to management by collecting information and analyzing client needs.

## Operations Assistant Duties:

### Scheduling

- Manage the scheduling of jobs for the region.
- Book travel and accommodations for the team.

### Documents and reports

- Assist with the preparation of reports and tracking of team goals & KPIs.
- Ensure that all processes/tasks are documented (videos as well as written processes).

## Facilities and Vehicle Management

- Schedule maintenance and upkeep of facilities and vehicles.
- Contact vendors to ensure facilities and vehicles are regularly maintained or fixed in a timely manner.

## Continuous Improvement

- Assess current operations and recommend improvements for increased efficiency. Special projects.
- Assist with creation of Playbook for opening Newport offices in new territories.
- Assist with any company projects as assigned to the team.
- Any other reasonable tasks as assigned

## Requirements

At least 4 CXC certificates (including English and Maths).

- Proven client care and/or admin or assistant experience.
- Knowledge of office management systems and procedures.
- Excellent communication and presentation skills.
- Attention to detail and problem-solving skills.
- Computer skills - proficient in Microsoft Office.
- Client care skills - ability to stay calm when customers are stressed or upset.
- Strong phone contact handling and active listening skills.
- Familiar with CRM systems and practices.
- Ability to multi-task, prioritize and manage time effectively.
- Strong organizational and planning skills.

## ■ Employment Information

Working Hours: 7:30am - 4:30pm

Employment type: Permanent

A comprehensive remuneration and an attractive benefits package will be offered to the selected candidate.

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Submit your resume to [careers@newport-water.com](mailto:careers@newport-water.com) to apply.

Application emails should be entitled 'CLIENT CARE EXECUTIVE'.