



## **JOB DESCRIPTION**

Role / Title: Client Services Officer

Reports to: CEO

### **MAIN PURPOSE OF THE JOB**

Identify, store, analyze and present operational data and reports on services offered and delivered by ZAMREN, client service utilization, demands and expectations for resource utilization, mobilization and decision making processes. In addition, the job incumbent will liaise with clients and perform regular industry benchmarking and assessment of business opportunities and risks.

### **Main Job Duties and Responsibilities:**

- Monitor and analyze incident reports and establish statistics on faults/service outage.
- Identify or monitor current and potential customers' needs, using business intelligence tools.
- Maintain cordial client relations and attend to, or, if possible resolve client problems.
- Synthesize current business or trend data to support recommendations for action.
- Promote and market ZAMREN services, conduct or coordinate client-satisfaction surveys to determine effectiveness of delivery of services.
- Manage timely flow of business intelligence information to management team.

### **Key Result Areas (KRAs)**

- 1) Manage Service-Desk operations and respond to clients concerns.
- 2) Serve as a liaison between ZAMREN's operations and clients to enable smooth operations and support of ZAMREN's services
- 3) Provide support to the Technical and Finance departments by carrying out and analyzing effectiveness of marketing campaigns.
- 4) Assist management align services to clients' demands and anticipate future service requirements.
- 5) Collect and analyze operational data in order to identify utilization of resources and overall efficiency of the business related to among others;
  - i) Responsiveness to client requests and service outages.
  - ii) To minimize business impacts of service failures
  - iii) To provide management information on the clients' service demands, assessment of service levels, and services delivery.
  - iv) Assist in compiling weekly KPI reports on ZAMREN operations
  - v) Carry out any other duties as requested by his/her supervisor

## **Qualifications**

- i) BSc/BA Business Administration
- ii) Diploma in Customer Relations
- iii) 5 years minimum of work experience involving business analytics and Marketing
- iv) A valid Driver's Licence

## **Desirable Attributes**

- Ability to listen, pay attention to details and offer solutions
- Working knowledge of IT systems and Networks
- Ability to work in an entrepreneurial environment with limited supervision
- Intuitive and open to new ideas and concepts
- Honest and with high levels of integrity
- Strong interpersonal skills, able to deal effectively with people at all levels
- Strong communication and reporting skills
- Good organisational and time management skills
- Commitment to delivering a high standard of work

All applications must be sent by E-mail to [jobs@zamren.zm](mailto:jobs@zamren.zm) and addressed to, The Chief Executive Officer, Zambia Research and Education Network, University of Zambia Great East Road Campus, School of Education Building, 1<sup>st</sup> Floor West Wing, P.O. Box 32379, UNZA, LUSAKA.

**CLOSING DATE 17<sup>TH</sup> MARCH 2017**