RentCo

Accelerating Sustainable Business Growth

IF YOU CAN USE WE CAN LEASE IT

HEAD OF CUSTOMER SERVICES

RentCo Africa Ltd is a specialized asset leasing company with presence in various East African Countries and is headquartered in Kenya. RentCo's objective is to provides off and on-balance financing through bespoke leasing products to the private and public sectors in Kenya and Sub-Saharan Africa.

The company is looking for **Head of Customer Services** to create and nurture long term relationships with customers. The main purpose of this role is to safeguard RentCo Africa revenue and retain its customers.

The role will also resolve any issues that arise from customers and ensure customers are satisfied with RentCo Africa products and services.

The Head of Customer Services will act as the primary point of contact for customer concerns. He/she will work with various internal teams to ensure customer satisfaction. This position will report to the RentCo Africa Group CEO.

Responsibilities of the Job

- Implementation of CRM tool (Sales Force)
- Communicating with clients over email, phone, and social media to ensure that they are satisfied, resolving any issues quickly.
- Analyze data and make recommendations based on date e.g. track trends in sales and customer satisfaction.
- Host events for clients, such as seminars or workshops, to serve as a relationship-building activity and maintain customer contact.
- Build relationships with key employees among customers.
- Create plans to address clients' business needs.
- Schedule regular meetings with customers to ensure they are satisfied
- Act as point of contact for complaints and escalate issues as appropriate
- Train sales team to up-sell or cross-sell RentCo Africa services and products.
- Ensure both RentCo Africa and clients adhere to contract terms.
- Study competition to find new ways to retain RentCo Africa customers.
- Collaborate with internal teams (e.g. BDM, EOT, senior management) to address customers' needs.
- Ensuring existing customers are satisfied through after-sales care, as well as gaining and using feedback from the customer to promote RentCo business.
- Identifying and approaching potential new companies or individuals to engage as clients.
- Researching industry trends and providing advice to colleagues about client strategy or new sales opportunities.
- Giving presentations to clients about RentCo Africa products or services.
- Understanding and helping to meet the targets and aims of the client

Experience & Education

- BSc/BA in Business Administration, Marketing or a related field.
- Proven experience for more than Five years as a Customer Relations Manager/Head or Relationship Manager.
- Proven track record of meeting and exceeding targets.
- Background in customer service; motor Industry and banking industry knowledge is a plus.
- Proficient in MS Office, with working knowledge of CRM platforms (e.g. Salesforce)

Skills & Abilities

- A customer-oriented attitude
- Excellent communication and negotiation skills
- Problem-solving aptitude
- Ability to work well with a team.
- Strong negotiation and influencing skills.
- The ability to communicate confidently – both through speaking and writing – with colleagues and clients from all levels of an organisation.
- Self-motivation.
- A level of creativity when it comes to thinking of new sales opportunities.
- The ability to research and keep on top of developments in the industry (an interest in the industry will help).
- Commercial awareness





RentCo Africa is an equal opportunity employer interested candidates meeting the above criteria should forward an application enclosing a detailed Curriculum Vitae accompanied by copies of key certificates and indicating the current remuneration to **hr@rentcoafrica.com** before **30th January 2024.** Only short-listed candidates will be contacted.