

JOB DESCRIPTION

Satisfies existing clients by achieving the requirements committed by the company. Monitors Operations' compliance to the standards of each client. Ensures turn-around time is fully met. Keeps track on the inquiries and conforms with the standard contents of each report committed to clients. Develops ways and means of ensuring company's deliverables are attained. Assists in resolving clients' concerns including but not limited to complaints and queries. Attends to every client's needs. Makes certain not to lose clients. Grows the existing business by increasing demand on existing and new products.

Job Details

1. Ensures commitments are promptly, accurately and completely delivered to client by coordinating with Operations and other concerned parties.
2. Conducts a quality check on the contents and format of each report to guarantee compliance based on what was committed to clients. Submits report to management of deviations found.
3. Ensures that corrective actions are instituted based on findings noted.
4. Addressess the complaints of the clients by close synchronization with Operations and other involved Departments. Ensures that they are all properly attended for customer satisfaction. Strategizes and plans ahead of time to avoid complaints proactively.
5. Monitors and analyzes inquiries' statistics on a daily/weekly/monthly/yearly manner.
6. Increases the volume of inquiries of existing accounts by attaining a close and harmonious relationship with the clients.
7. Understands deeply the needs and concerns of each client to formulate and to develop a report customized based on its necessities for a continuous and resilient engagement with the company.
8. Assists in enhancing existing products and developing new products for existing and new clients. These included development of models on HR Policy Manual, Employment Examination, Employee training modules, corporate checking and other similar reports.
9. Introduces these new products to the existring clients and new market.
10. Other tasks related there to.

Job Expectations

1. Knows the company's products and services.
2. Can devote extra time and can meet deadlines.
3. Gives accurate and timely information.
4. Versatile in performing duties and responsibilities. Can perform duties efficiently and effectively even under pressure.
5. Well versed in composing business letters and other correspondences.
6. Computer literate. Proficient in MS Word, MS Excel, Powerpoint and other applications.
7. Has keen attention to detail and the ability to spot probable/impending problems that may arise and has the ability to plan ahead of time.
8. Highly innovative. Has self confidence in dealing with other people.
9. Ability to maintain a harmonious relationship with clients. Good communication skills, highly customer service oriented and dependable.

Application

Email your resume/CV to careers@infocreditsolutions.net to apply for this position.