

Job title	New Sales & Customer Account Manager
Location	Nairobi, Kenya
Contract Type	Permanent
Reporting Structure	Line Manager
Position Description	<p>Seidor Networks is looking for a New Sales & Customer Account Manager candidate to join a growing team based in Nairobi, Kenya.</p> <p>The candidate will be responsible for lead generation, signing up new customers and upselling Networking managed services and cloud hosting to existing customers. Managing customer success by building and maintaining relationships and growth.</p> <p>The candidate will be accountable for new sales and current customer satisfaction by achieving predetermined prescribed, measurable performance goals on a daily, weekly and monthly basis.</p> <p>This is the perfect role for a self-motivated individual with a natural enquiring mind with industry-relevant experience and the ability to work in a process-driven environment.</p>
Remote Working	<p>The candidate will work from the Nairobi office on a full time basis.</p> <p>He/she may be required to work remotely, as an exception at times to fulfil his/her responsibilities. In this case, the candidate will be required to have a reliable uncapped Internet connection with a minimum of 4Mbps upload and download speed with an average uptime of 99% or better.</p> <p>The Customer Account Manager will be required to have the necessary backup power to perform his/her duties during planned or unplanned power outages.</p>
Role Requirements	<ul style="list-style-type: none"> • Matric certificate • Minimum 5-years industry-relevant work experience in a similar environment • Must be able to travel to and from the Nairobi office to perform his/her daily duties and attend customer and/or supplier meetings • Must have a valid drivers' license and own reliable vehicle • Must have a reliable home uncapped Internet connection with a minimum of 4Mbps download/upload speed to work remotely

	<ul style="list-style-type: none"> • The position requires a mix of office-based and Customer face to face meetings • Must be willing to learn new technologies • Must be willing to complete predetermined certifications at regular intervals <p>Advantageous Certifications, Knowledge and Experience:</p> <ul style="list-style-type: none"> • MSP-type Experience • ITIL Foundation • ConnectWise Automate • ConnectWise Manage • Advanced Microsoft Office Suite skills • Basic Technical understanding of a Network • IT Industry related product knowledge
Key Responsibilities	<ul style="list-style-type: none"> • Work with new and existing customer portfolios for sustainable revenue • Forecasting new and existing customer base • Regular Customer Contact • Customer Satisfaction • Communicate telephonically and electronically with customers, vendors, and all internal departments for query resolution, and customer escalations • Ability to work in a team & independently to provide customer service • Ability to prioritize, escalate and request assistance when needed in a timely manner • Must be open to learning new technologies and service delivery methodologies
Key Attributes	<ul style="list-style-type: none"> • Strong verbal, telephonic and electronic communication skills • Self-driven and motivated • Attention to detail • Must be a natural problem-solver • Good Time management skills • Presentable • Punctual and reliable
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