



Job title	:	Customer Relations Manager
Qualification	:	Bachelor/ Master
Major	:	Customer Relation or equivalent (or related field)
Position Code	:	013

General Responsibilities:

- Effectively identify and monitor customer's queries, complaints and requests in a timely manner.
- Ensure all cases of recurring concerns/issues are identified and rectified promptly in coordination with other departments.
- Monitor print, broadcast & social media to understand issues causing concern to customers, such as outages and billing to enhance the Authority's picture of customer satisfaction, customer issues and to assess the ability of the Licensees to manage such issues.
- Develop a strong relationship with all licensees, governmental Ministries and Authorities and local community organizations to understand customer complaints and issues.

Qualification and Experience:

- Fifteen years Master/ eighteen years Bachelor of experience in relevant field.
 - Management, Leadership & coaching.
- Problem solving & critical thinking.
- Verbal and written communication skills.
- Outstanding communication (Verbal & written) and Interpersonal.
- Good knowledge of Microsoft Word, Excel and PowerPoint.