



## **INTERNAL VACANCY**

### **Client Management Associate – Developmental**

**Company: Omnicontact BPO Services Private Limited**

**Job Type: Developmental**

#### **Job Purpose**

- The incumbent is responsible for the management of Omnicontact Business to Business and Business to Consumers that generate revenue that is sustainable. Provides end-to-end Client Management in order to maintain good customer experience, which then enables the upselling and cross-selling of Omnicontact products, services, and solutions.

#### **Key Responsibilities**

- Assisting in preparing Sales Plans derived from the Business Development business plan.
- Supporting the preparation of sales and call-cycle plans that align with business targets and route optimization.
- Managing assigned customer accounts within the allocated portfolio and ensuring timely follow-ups on requests, queries, and escalations.
- Identifying and recommending customer needs that may require support from strategic partners, including coordinating training sessions where necessary.
- Assisting in preparing and processing customer agreements to facilitate invoicing and revenue generation.
- Supporting the creation of cross-selling and upselling opportunities for Omnicontact products and services.
- Identifying account-level opportunities in the market to support acquisition and revenue growth initiatives.
- Facilitating customer feedback and participation in surveys to provide insights for product and service improvements.
- Ensuring that client expectations are consistently met or exceeded by proactively measuring customer perceptions of service quality
- Compiling customer engagement reports based on sales plan activities, including the conversion of contacts within the sales pipeline.
- Submitting daily updates on account execution activities as inputs to the DCTA reports

#### **Requirements**

- 6 O levels, 2 A-level school leavers' certificates, or reasonable equivalent thereof.
- Degree Sales, Marketing, Computer Science, Information Systems or equivalent.
- At least 2-3 years' working experience within Sales, Customer service/Customer Experience management or Technical Sales Environment.
- Strong proficiency in Microsoft Excel, MS Word, and Outlook
- Familiarity with data analysis, reporting tools, or QA dashboards will be an added advantage
- Excellent communication, teamwork abilities and good stakeholder management skills.

***How to apply:*** If you fit the above criteria send your updated CV to [Recruitments@omnicontact.biz](mailto:Recruitments@omnicontact.biz) with subject line **Application for Key Account Management Associate Position** or follow <https://smarthr.omnicontact.biz>.

The closing date for all applications is **2 April 2026, 17:00hrs. Please note only short-listed candidates will be contacted**