

Role:- Client Servicing Executive – Jasica Anand

Regular office hours: - 9.30 AM – 6 PM

Date: - 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021

#### Job Role Summary:

This role is responsible for servicing existing clients as per the KRA given below through effective sales presentations and utilisation of support functions. This role reports into the Group Account Director.

#### Key Results Area #1

- Responsible for servicing existing Clients
- In charge of making Presentations
- Support function in executing events

#### Key Results Area #2 – Stay updated with industry related news

- Remain up to date with industry related news, opposition activity and continuously strive to develop own skills to perform optimally.
- Monitor competition activity and report significant developments

#### Key Results Area #3 –Reports

- To ensure weekly/monthly/quarterly reports are sent on time
- To ensure team sends reports on time capturing all relevant information about clients
- To ensure MOM's are sent after every meeting

#### Key Results Area #4 – Wings Culture code

- Reporting time to office is 9.30 AM
- Follow dress code
- Notify reporting manager for leaves in advance. Comp off's need to be approved in advance

#### Key Results Area #5 – Collection of payments

- Keeping track of all payments to be collected and working with accounts payable team to ensure payments come in on time.