

## Ongair Is Recruiting an Account Manager

### **Company Description**

Ongair is a Customer Service platform designed to improve business to customer communication through Instant Messaging. Ongair was founded in 2014 and has grown fast to be used by over 1,000 companies across 70 countries worldwide.

### **Job Description**

The Account Manager is the key contact between our company and our premium clients. As the business grows, the Account Manager will assist the sales teams in closing sales, managing relationships with existing clients and up-selling new products and services with existing clients.

### **Who are we looking for?**

Are you patient, persuasive, attentive and have great communication skills? Ongair is seeking a proven client services practitioner who will partner with and ensure the long-term success of our customers. If this sounds like you apply!

### **Responsibilities**

- Operate as the lead point of contact for any and all matters specific to their account
- Build and maintain strong, long-lasting customer relationships
- Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Forecast and track key account metrics
- Identify and grow opportunities within territory and collaborate with sales teams to ensure growth attainment
- Assist with high severity requests or issue escalations as needed
- Attract potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.

- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

### **Desired Qualifications**

- 3+ years experience in client service in a busy marketing and communications agency
- Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organization, including executive and C-level.
- Experience in delivering client-focused solutions based on customer needs
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Knowledge of CRM platforms such as Zendesk would be an added advantage
- Excellent listening, negotiation and presentation skills
- Excellent verbal and written communications skills
- Passionate about technology, social media & internet culture
- Positive, proactive and collaborative team player

### **Benefits**

- Great Ongair Team culture
- Stock options after successful completion of the probationary period
- Remuneration package
- Medical scheme
- Team lunch every Thursday of the week

Fill the online form

[https://docs.google.com/forms/u/0/d/1ynw\\_Wfzby\\_b\\_wwakiWueCuv6HK6resAvmFog-xisl60/viewform?ntd=1&ths=true&edit\\_requested=true](https://docs.google.com/forms/u/0/d/1ynw_Wfzby_b_wwakiWueCuv6HK6resAvmFog-xisl60/viewform?ntd=1&ths=true&edit_requested=true)

Send you CV to [kinya@ongair.im](mailto:kinya@ongair.im) with the subject : Account Manager 2016

