

## PRIVATE & CONFIDENTIAL

### CLIENT RELATIONS EXECUTIVE JOB DESCRIPTION

In this role the key responsibilities under the guidance of the Sales Manager will be the following:

#### Sales and Marketing

- Actively seek new business opportunities through networking, cold communication, and other sales techniques.
- Develop and implement effective sales strategies to increase market penetration.
- Conduct sales presentations to potential clients, highlighting the value of our inspection services.
- Build and maintain strong relationships with real estate agents, contractors, and other industry professionals.

#### Client Relationship Management

- Manage and nurture client relationships throughout the entire customer journey.
- Provide timely and accurate information to clients regarding inspection schedules, reports, and follow-up actions.
- Address client inquiries and concerns promptly and professionally.
- Resolve client issues and complaints effectively.
- Deliver exceptional customer service by providing a positive and seamless experience.

#### Administrative Tasks

- Generate accurate quotes and invoices for clients.
- Record and track payments received from clients.
- Maintain an up-to-date client database with contact information and service history.
- Schedule inspections based on client availability and engineer schedules.
- Coordinate with engineers to ensure timely and efficient inspections.
- Utilize CRM software to manage and track client interactions.