

<b>Department</b>	Cheetahmail
<b>Job Family</b>	MS
<b>Job Title</b>	Head Client Services
<b>Job Purpose</b>	Responsible for leading and managing a team to manage a wide portfolio of clients across multiple industries to deliver high client satisfaction and results
<b>Direct Reports</b>	2
<b>Indirect Reports</b>	15
<b>Revenue responsibility</b>	

Key Result Areas (KRA)	Measures	Skills/ Knowledge/experience	Behaviours
<b>1. Leading/Managing People</b> <ul style="list-style-type: none"> <li>Develop resource allocation plans while ensuring proper staffing across multiple teams and clients to ensure objectives are met</li> <li>Hire, manage and motivate a team across multiple verticals with significant financial implications to the business ensure low turnover and staff budget met</li> <li>Training and mentoring the team in their professional development ensuring constructive feedback on identified development areas</li> </ul>	<ul style="list-style-type: none"> <li>Ensures staff satisfaction and motivation, measured by staff satisfaction survey indicators</li> <li>Have regular meetings to consult with direct staff.</li> <li>Complete performance reviews and discussions</li> <li>Accurate staff plans and forecasts</li> <li>Staff retention</li> </ul>	<ul style="list-style-type: none"> <li>Hands on management experience supervising, mentoring and growing team of at least 15 members</li> <li>Tertiary qualifications</li> <li>High level of related experience in client services, account management, interactive or email marketing</li> <li>Ability to build effective working relationships with others inside and outside the organization</li> </ul>	<b>Working Together</b> Builds relationships across businesses and geographies sharing objectives, resources, and successes across the globe.

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Key Result Areas (KRA)	Measures	Skills/ Knowledge/experience	Behaviours
<b>2. Client Relationship Management</b> <ul style="list-style-type: none"> <li>Cultivate and expand relationships with high value clients across multiple verticals ensuring client retention.</li> <li>Work with clients on strategic planning initiatives, marketing program development, results analysis and campaign execution</li> <li>Negotiate contract renewals and special project pricing for small to large clients</li> <li>Managing a team that is setting up, testing, and deploying clients' e-mail marketing campaigns using our proprietary application. Apply best practices to clients'</li> <li>interactive marketing strategies to ensure customer satisfaction and ROI</li> <li>Problem solver at all levels—people, process, client/data and corporate environment</li> </ul>	<ul style="list-style-type: none"> <li>Ensure client satisfaction measured by client feedback</li> <li>Client Revenue generated</li> </ul>	<ul style="list-style-type: none"> <li>Proven track record of success in meeting revenue goals and managing multiple clients</li> <li>Strong knowledge of HTML and other internet technologies</li> <li>Understanding of data structures and ability to apply best practices to client data integration and existing client databases</li> <li>Proficiency with Microsoft Excel, Word and PowerPoint for managing data and performing quantitative analysis</li> <li>Must be able to travel up to 30% domestically</li> <li>Strong oral and written communication skills with keen attention to detail (experience with senior level marketing executives)</li> <li>Excellent organizational and prioritization skills with ability to think strategically, creatively, and analytically</li> <li>Exceptional work ethic, ability to perform under pressure, meet deadlines and demonstrates enthusiasm towards colleagues and clients</li> </ul>	<p><b>Doing It Right</b> Successfully adapts “best in class” business practices, actively building and protecting our brand/reputation.</p> <p><b>Making great decisions;</b> Decisions are viewed as being correct and accurate when judged over time by his/her peers, subordinates and leaders; Seeks input and counsel of others in making key decisions and makes the tough decisions when required.</p>

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<b>3. Business Sales Support</b> <ul style="list-style-type: none"> <li>Working with the sales team to demonstrate the capabilities of our product and services to prospective clients</li> <li>Identify opportunities for client growth which includes appropriate up sell or cross sell</li> </ul>	<ul style="list-style-type: none"> <li>Develop effective working relationships with the cheetah mail sales team</li> <li>Revenue generated</li> </ul>		<b>Driving for results</b> demonstrates a “can do” attitude; has the tenacity and selflessness in ensuring personal drive is not detrimental to other colleagues’ achievements.
<b>4. Personal Development</b> <ul style="list-style-type: none"> <li>Manage own performance and take responsibility for self-development in line with Company objectives</li> <li>Continuing leadership development act as resource within the business to discuss high level topics &amp; best practice.</li> </ul>	<ul style="list-style-type: none"> <li>Self-analyse gaps in own performance</li> <li>Proactively investigate training and development opportunities</li> <li>Take responsibility for achievement of Goals and Objectives</li> <li>Maintains a personal development plan</li> </ul>		

