



CLIENT SERVICE COORDINATOR

Job Overview: Reporting to Business Development Lead

HEBO Group Company Limited is seeking an organized, enthusiastic, dedicated and self driven professional, committed to delivering results with the ability to engage, follow up and close leads to support the sales performance in Malawi. If this sounds like you then this is an opportunity for joining and growing with the HEBO Consult team.

Key Responsibilities:

Client Servicing, Leads Generation and follow up:

- Addressing all client requests and concerns
- Building relationships and collaborating with clients
- Providing the right information to potential clients through calls, emails and chats
- Tracking and following up on all client requests
- Billing and invoicing clients
- Closing sales leads
- Monitoring the engagement budget
- Providing regular reporting on the engagement performance

Engagements Management:

- Coordinate awareness sessions and engagement for potential clients
- Invite potential clients
- Prepare sales pitches for B2B and B2C
- Engage and follow up post engagements
- Build relations and manage the database of engagements of clients
- Providing regular reporting on the engagement performance
- Engage and respond to queries from potential client
- Work with marketing team to facilitate execution of marketing strategies

Brand Ambassadorship:

Advocate for the HEBO Brand in your professional and personal undertakings. Carry the brand with pride and prestige.

Administrative Support:

- Perform data entry tasks including updating client information in the CRM
- Write correspondences and disseminate them to different potential clients, stakeholders and partners
- Book venues and coordinate preparations for seminars, workshops and training sessions.
- Coordinate engagements, events and all activities to ensure sales target are reached (i.e. classes are filled), resolving problems or issues that clients may face and providing the best customer service throughout the sales funnel.

Market Research and Intelligence Gathering:

- Conduct daily scans of digital and traditional media to gather insights and news relevant to project management within industries.
- Undertake mystery calling to perform competitive analysis

Stakeholder and Customer Registry Maintenance:

- Maintain an updated registry of stakeholder organizations per sector and potential customers.
- Update correspondence logs on a weekly and monthly basis.

Meeting Coordination and Documentation:

- Organize internal update meetings including to share insights, progress and challenges in engagements (weekly and monthly).
- Prepare meeting minutes and follow up on action plans across the team.

Perform any other miscellaneous duties as assigned, in line with business support.

Qualifications & Skills:

Educational Background: Advanced Diploma or Bachelor's degree in either Business Administration / Information Systems / Economics/ Marketing / Related field. Knowledge of project management is a plus

Required Skills:

- Ability to effectively communicate with clients / potential clients (both verbal and written communication is important)
- Strong presentation and engaging skills
- Strong problem solving, collaborative and interpersonal skills
- Great customer service skills
- A natural sales enthusiast
- A motivated self starter, who is driven by the vision to success and create an impact
- Passionate about growth
- **Tech Savvy:**
 - Excellent knowledge of Microsoft Office 365, MS Project and other collaborative software, Google Products (Google Business and Google Ads) , LinkedIn.
 - Digitally competent
 - Adaptability to new platforms and software (CRMs)

Personal Attributes:

Highly organized and able to prioritize tasks efficiently. Adaptable and capable of working under pressure in a fast-paced environment.

Creative and innovative mindset with a keen eye for detail. Strong interpersonal skills for effective collaboration with team members and stakeholders.