



## Job Description

<b>Job Title:</b> Client Relationship Officer (Tanzania Representative)	<b>Location:</b> Tanzania/Kenya
<b>Reports To:</b> Client Relations Manager	<b>Revised:</b> April 2nd, 2024

### eProd – Who We Are

eProd Solutions, established in 2015, is an agricultural supply chain management consulting and AgTech ICT company that offers to over 100 clients – sourcing from about 350,000 smallholder farmers – in 21 developing countries a cloud-based Agricultural Supply Chain Management solution that assists with the management of integrated agro-output and agro-input markets in the agricultural sector. Its clients are food processors, commodity traders and farmer cooperatives sourcing from smallholder farmers to manage their daily operations. The system is ideal to manage efficiently large scale and complex farmer training programs. eProd is experiencing a growth surge and is positioning for expansion into more countries. The company offers excellent career growth opportunities.

### Job Summary

The Client Relationship Officer (CRO) provides support to the Client Relationship Managers operating with the Client Relationship Management team. The CRO's work focus will be with Tanzania clientele but the CRO collaborates with other CROs outside Tanzania to ensure quality client onboarding, training, support, and retention. The CRO will report to the Client Relations Manager (Kenya representative).

### Primary Responsibilities

#### **Client Management** (70% time)

Support the supervising CRM (Client Relations Manager) with:

- client intake process and database set up preparations to ensure smooth implementation within the set guidelines.
- quality support services delivery to eProd (prospect) clients, including onsite training, online follow up sessions, scheduled client data health checks and define implementation plans to align with the client set targets throughout the customer journey.
- responding timely to clients' enquiries and requests.
- communication to supervisors on issues identified and raised by the clients in time and in compliance with the internal policies and procedures.



- coordination of the new software releases to the clients based on the versioning channels, monitoring and reporting weekly performance.
- tracking client's progress on set indicators on a weekly basis and prepare the progress reports at the end of the week.
- following up on clients' new feature requests, issues, or software bugs and required software developments that need attention.
- any requests in client acquisition through sales pitches and eProd demonstrations.
- anticipating the benefits the new features could bring to the client and introduce them to the clients proactively.
- preparing and attending client/project meetings to provide feedback and provide solutions/suggestions for implementation needs.

### **Administrative Tasks** (30% time)

Support the CRM (Client Relations Manager) with:

- maintaining up to management software (e.g. SuiteCRM, Jira).
- reporting for periodic check in meetings.
- training and coaching on the eProd ERP to ensure technical competence and high professional level in client relation management, training, back-end support and (Beta version) testing.
- ensuring alignment and internalization of all CRM processes and procedures as outlined in SOPs and WIs
- utilizing selected software applications (e.g. SuiteCRM, Jira) to manage all client engagement and reporting.
- ensuring all tasks are updated in the CRM and prepare the weekly progress reports.
- supporting constant improvements of the CRM Traineeship program to identify future CROs.
- coordinating the necessary approvals prior to travel with your supervisor and submit budget, and submit travel report and account for Petty Cash post travel.

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### **Qualifications and Experience**

- Bachelor's degree in business information technology or similar discipline
  - Strong database (MySQL), Process Flow Diagrams (PFDs) and Object-Role Modelling (ORM) skills
  - Working knowledge of cloud based systems
  - Experience in producing technical designs for software applications.
  - Team player and effective communicator
  - Innovative and creative thinker
  - Proficiency in English required (Additional proficiency in French and Portuguese preferred)
  - Must be willing to travel up to 30% of the time in remote areas in Kenya and countries in Sub-Saharan Africa
  - 1-3 years relevant working is an asset
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