

VACANCY ANNOUNCEMENT

CLIENT SERVICES MANAGER

JOB OVERVIEW

Reporting to the Chief Executive Officer with a dotted reporting line to the NICO Group Head of Marketing & Customer Experience, the ideal candidate will be oversee the end-to-end client service experience by enhancing customer interactions, resolving service inefficiencies, and optimizing delivery processes to drive higher client satisfaction and retention

KEY TASKS

- Identify pain points and bottlenecks in the customer journey and collaborate with relevant teams to address them.
- Review and streamline customer processes to improve response time, efficiency and service delivery consistency.
- Oversee the resolution of client complaints in a timely and professional manner.
- Implement digital solutions and automation to enhance customer convenience and service accessibilities
- Develop and implement a comprehensive customer experience strategy with support from Group Marketing and Customer Experience, to enhance customer satisfaction.
- Analyze customer interactions (calls, emails, chats, surveys) to identify areas for improvement in processes, procedures, and employee training.
- Lead customer experience initiatives including routine client visits, intimate client engagements and gifting activities
- In liaison with the Call Centre and Functional Heads, Implement a structured complaint management system to track, analyses, and reduce recurring issues.
- Monitor adherence to service level agreements for response times, complaint resolution and client retention strategies.
- Develop and monitor customer service standards across all client interaction channels
- Recommend enhancements to existing product and services based on client feedback and market demands
- Gather and analyze customer service-related data from the Call Centre and other modes of communication such as phone calls, emails, chats, surveys, and social media platforms.
- Develop client Segmentation based on demographics, investment characteristics, and service preferences.
- Tailor communication strategies and service offerings to meet diverse customer needs.
- Implement personalized engagement tactics to enhance customer loyalty.
- Identify opportunities to cross-sell or up-sell relevant Asset Management products and services.
- Collaborate with relationship managers and business development teams in the subsidiary companies for collaborative business opportunities
- Monitor and track cross selling targets for business development teams
- Make recommendations for service process improvements

QUALIFICATIONS

- Bachelor's degree in Business Administration, Marketing or a related field.
- Experience in customer service management, with at least 3 years in a leadership role.
- Proficiency in CRM tools, data analytics, and customer feedback management platforms.
- Ability to design and implement customer-centric initiatives.
- Basic knowledge of the Investment Management, Finance or Banking Industry is an added advantage.

EQUAL OPPORTUNITIES

The NICO Group has a long-standing policy of providing equal opportunity in employment to all qualified persons without regard to race, colour, religion, national origin, sex, or disability.

HOW TO APPLY

Eligible employees are invited to submit their resume and cover letter to vacancy@nicoassetmanagers.com by **Saturday 25th July 2026**.

