

## **Role overview**

RKJMS is seeking to hire a highly skilled and proactive **Client Relations Officer (CRO)** on a full-time basis. The CRO will play a key role in enhancing client experience, managing client engagement and feedback, and strengthening the RKJMS brand across multiple platforms. This role requires close collaboration with internal teams to ensure a seamless and positive client journey while proactively engaging clients through various communication channels to provide information, gather feedback, and address concerns or complaints effectively.

## **Key Responsibilities**

### **Client Engagement & Experience Management**

- Serve as the primary point of contact for clients, ensuring a seamless and positive experience at RKJMS.
- Develop and implement client engagement strategies to enhance satisfaction and retention.
- Act as a liaison between clients and internal teams to ensure prompt resolution of concerns and service improvements.
- Conduct regular client satisfaction surveys and analyze feedback to identify areas for improvement.

### **Client Feedback & Complaint Resolution**

- Establish and manage effective feedback channels, including in-person, phone, email, and social media.
- Address client inquiries, concerns, and complaints professionally and promptly, ensuring resolution within set timelines.
- Maintain a record of client feedback and escalate unresolved issues to the appropriate departments for action.
- Monitor trends in client complaints, prepare a monthly report and recommend solutions to prevent recurring issues.

### **Reporting & Performance Analysis**

- Prepare and present reports on client feedback, engagement initiatives, and public relations activities.
- Analyze key performance metrics related to client satisfaction and brand perception.
- Provide recommendations to senior management based on data-driven insights.

## **Job Requirements:**

### **Education & Professional Background**

- Bachelor's degree in public relations, Communications or a related field.
- Certification in Customer Relations, Public Relations, or Stakeholder Engagement.

### **Work Experience**

- Minimum of **5 years** of experience in client relations, public relations

- Proven track record of handling client engagement, complaint resolution, and brand management.

### **Skills & Competencies**

- **Strong communication skills** – both verbal and written, with the ability to interact professionally with clients, staff and other stakeholders.
- **Customer service excellence** – ability to enhance client experience and satisfaction.
- **Problem-solving & conflict resolution** – capable of handling client complaints effectively and ensuring prompt resolution.
- **Public relations & brand management** – ability to develop and implement publicity strategies, handle social media interaction and enhance the organization's image.
- **Stakeholder engagement** – experience in building relationships with external partners and the general public.
- **Social media & digital communication** – familiarity with managing online engagement, content creation, and reputation monitoring.
- **Crisis management** – ability to handle public relations challenges and develop appropriate response strategies.
- **Analytical & reporting skills** – ability to assess client feedback, track key performance indicators, and provide actionable recommendations.
- **Teamwork & collaboration** – strong interpersonal skills to work effectively with internal departments and external partners.