

Job Description

Job title	Client Engagement Manager - Italy
Reports to	Director of Client Relations
Department	Sales

Job overview	<p>The role of Client Engagement Manager (Sales Manager) centers around strategically defining relevant target groups in Italy to source potential Professional Partners for IFZA and ensuring that they are trained and knowledgeable about IFZA offerings. The ideal candidate will be able to maintain solid relationships with Professional Partners, built on transparency and trust. This role requires sourcing and generating new leads and ensuring these efforts are accompanied by Marketing initiatives in order to meet sales targets.</p>
Main responsibilities	<ul style="list-style-type: none"> Generating and implementing business development strategies to secure new sales opportunities and professional partnerships in Italy Building and maintaining strong and long-lasting customer relationships in international segments Assisting with any queries, questions, and concerns from Professional Partners and Clients Generating and implementing business development strategies to secure new sales opportunities and professional partnerships Traveling to Italy to meet new and existing Professional Partners and Clients Effectively managing client expectations particularly in situations where applications prove to be problematic, rejected, or delayed
Qualifications & skills	<ul style="list-style-type: none"> Full English proficiency and native Italian are required Exceptional communication and interpersonal skills Proven experience in sales and client engagement Proven track record of meeting and exceeding targets Experience tracking relevant KPIs
Experience	<ul style="list-style-type: none"> Solid Experience and Knowledge of Italy market are mandatory