

# United Arab Emirates Jobs Expertini®

## Client Relations Officer – French market | IFZA Dubai

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Company: IFZA

Location: dubai

Category: other-general

### Client Relations Officer – French market | IFZA Dubai

IFZA Dubai offers Free Zone Licenses based on an assortment of scalable business set-up solutions, covering thousands of Professional, Commercial & Industrial business activities.

The Client Relations Officer oversees the entirety of the administrative process required to issue or amend trade licenses while answering all related inquiries by professional partners and clients. The role requires monitoring the CRM system and checking information accuracy to ensure processes run smoothly and applications are processed in a timely manner.

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#### Main responsibilities:

Providing clients and professional partners with license related information in line with organizational timeframes and guidelines

Issuing quotes and providing license related documentation to clients and professional partners

Monitoring and updating the CRM system regularly when managing a portfolio of work

Accurately analyzing the content of all documentation such as passports, application forms and resolutions

Responding to all partners' and clients' emails and queries on a range of scenarios faced by licensees

Delivering exceptional levels of customer service, ensuring IFZA's reputation and integrity is maintained

Fostering long lasting business relationship with clients and professional partners

Handling complaints and finding optimal solutions to ensure clients' happiness and retention

Operating closely with sales, finance, and renewals departments

Performing other job-related duties as assigned by Management

Requirements

Full English and French proficiency is required

Additional spoken languages are a plus

Intermediate computer literacy is required e.g., MS Office

Excellent customer service skills with the ability to communicate effectively on phone calls, via email, and during sporadic face-to-face interactions

Strong attention to details

Industry knowledge relating to licensing, amendments, cancellations, and immigration processes is advantageous but not mandatory

Customer Service, Client Relationship Management, B2B, Channel Partner experience is advantageous

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