

# United Arab Emirates Jobs Expertini®

## Head of Renewals

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Company: International Free Zone Authority

Location: dubai

Category: other-general

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**IFZA Dubai** is the most dynamic and truly international Free Zone Community in the UAE, optimizing the country's strategic location and world-class infrastructure. We provide easy, reliable, and fast company formation services through our network of Professional Partners and Government Authorities.

**Job Description**

The Head of Renewals is a key leadership role responsible for overseeing and managing the license renewal and business retention functions within a dynamic Free Zone environment. This position plays a crucial role in ensuring the continuity and growth of businesses operating within the Free Zone.

**Responsibilities:**

- Lead and manage the team of operations and consultant personnel to ensure effective execution of license renewals and business retention strategies.
- Develop, implement, and oversee license renewal processes, ensuring timely renewals for all businesses within the Free Zone. This includes coordinating with government authorities, resolving issues, and streamlining the renewal procedures.
- Formulate and execute strategies to retain existing businesses within the Free Zone
- Collaborate with other department heads, working closely with sales, finance, property, operations and customer experience.
- Establish and maintain strong relationships with B2B and B2C clients. Address client concerns, provide solutions, and ensure a high level of client satisfaction.
- Stay updated on regulatory changes and ensure that all license renewals are in full compliance with UAE laws and Free Zone regulations. Mitigate risks and non-compliance issues proactively.
- Define and monitor key performance indicators (KPIs) to track the efficiency and success of license renewal and business retention efforts. Continuously optimize processes for improved outcomes.
- Make informed financial decisions and approvals

that strike a balance between the interests of consumers and the organization. Manage financial resources efficiently to support license renewal and business retention initiatives while ensuring that the financial aspects align with the strategic objectives of the Free Zone. Actively participate in management meetings, collaborating with other leaders in the organization to shape proposals and make decisions on behalf of the company.

Requirements Bachelor's degree in business management or a related field; an MBA is a plus. Full English proficiency is required. Additional spoken languages are a plus. Proficient in MS Office · Knowledge of CRM platforms is essential. Analytical and problem-solving abilities Strong leadership and team management skills. Excellent communication skills with the ability to manage a multi-cultural team and client base. Industry knowledge relating to UAE company licensing, immigration and regulatory procedures is an added benefit Proven experience of 5 years in a management position Experience in making financial decisions and approvals to balance the interests of consumers and businesses. International team (over 50 nationalities) 24 annual leave days Annual flight home Life insurance plan Medical insurance plan (with the option to upgrade at your own cost) Access to exclusive Fazaa discounts (applicable in participating retail stores, food & beverage outlets, fitness clubs, cinemas, theme parks, clinics, and more) Invitations to participate in various company functions, staff events, and department team building events Opportunities to learn, develop and grow with the organization Being part of a motivated team and Moving-Forward-Company-Culture #J-18808-Ljbfrr

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