



<https://satria.group/job/client-relation-assistant/>

## Client Relation Assistant

### Description

- Approach the existing organizer for new campaign
- Plan & attend related events
- Develop relationships with clients and key personnel.
- Elevate complaints and feedback to the relevant departments.
- Meet with clients to establish their needs.
- Address client concerns & feedback promptly and professionally.
- Inform clients about company products, services and promotions.
- Discuss business contracts and cost with clients.
- Ensure that client requests are handled timely and accurately.
- Develop new strategies to improve client satisfaction.
- Maintain up-to-date knowledge about company products and services.
- Edit and update promotional material and publication
- Prepare and distribute press releases (if necessary)
- Manage CR issues through call/email/whatsapp (donator and organizers)
- Assisting organizer on writing up campaigns
- Updating progress / report of campaign in our platform (for selected campaigns)
- To build and maintain relationships with journalists, influencers and politicians.
- Arrange and coordinate appointments with all contacts. (To liaise with SO & PA to GCEO)
- Research and gather opportunities for collaborations, partnerships, grants etc.
- Organize and manage related activities.
- Measure performance of each activity and event.
- Prepare official letters to related bodies
- Work closely with Public Relation Executive.
- Any ad hoc task given.

### Working Hours

9:00 A.M – 5:30 P.M

### Date posted

April 28, 2022

### Hiring organization

Satria Group Sdn Bhd

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### Employment Type

Full-time