



# SAMRO

Southern African Music Rights Organisation

## JOB VACANCY ADVERTISEMENT

### *Key Accounts Executive*

The above vacancy exists within the Marketing Division and reports to the Portfolio Manager. The purpose of this role is to develop relationships and resolve queries of major clients and members of SAMRO. The ideal candidate will be someone who has successfully completed Matric with at least 5 years relevant experience.

#### Key Performance areas:

- Customer Satisfaction
- Customer Relationship Management
- Query resolution

#### Core Competencies:

- Organisational commitment
- Customer Service orientation
- Problem solving ability
- Conceptual thinking ability
- Assertiveness
- Initiative
- Decision making

#### Minimum requirements:

- Product knowledge (including SAMRO systems, technology and procedures).
- Industry knowledge (Local & International).
- Relationship building ability.
- Excellent computer skills (including word processing and spreadsheet packages).
- Good written and verbal communication skills.
- Accuracy and attention to detail is essential

If you are confident that you have excellent administrative skills with the ability to handle pressure, please email your cover letter and CV to: [cv@samro.org.za](mailto:cv@samro.org.za)