

## **1. POSITION SALES AND MARKETING MANAGER**

REPORTS TO:	MANAGING DIRECTOR
INDUSTRY:	CONSTRUCTION / MANUFACTURING
CONTRACT TYPE:	1 YEAR
WORKSTATION:	TANZANIA

### **OVERALL PURPOSE**

The role involves Identifying and pursuing new business opportunities within the construction equipment sector while Managing organizational sales by developing a business plan that covers sales, revenue, and expense controls. The individual should Understand our ideal customers and how they relate to our products.

#### Key Responsibilities

##### Sales and Marketing

- Meeting planned sales goals.
- Setting individual sales targets with the sales team.
- Tracking sales goals and reporting results as necessary.
- Overseeing the activities and performance of the sales team.
- Coordinating with marketing on lead generation.
- The ongoing training of your sales Representative.
- Developing your sales team through motivation, counselling, and product knowledge education.
- Promoting the organization and products.

##### Customer Support

- Manage the daily running of the sales and marketing department.
- Respond promptly and professionally to customer inquiries via phone, email or chat.
- Investigate and solve customers' problems, which may be complex or long standing, in a prompt and effective manner.
- Ensure all customer interactions meet established service standards.
- Identify inefficiencies and develop strategies to improve customer service processes
- Design and implement customer feedback mechanisms to drive continuous improvement
- Collaborate with other departments to enhance customer experience.
- Implement and maintain customer service best practices.

##### Performance Management

- Assisting in the formulation of targets for individuals and team, and setting of the KPIs according to company and department policies and requirements.
- Analyze the team performance data and implement improvement as necessary
- Create and maintain reports on team and individual performance.

### Team collaboration

- Work in collaboration with the other sales and marketing representatives
- Set clear performance expectations and provide ongoing feedback and coaching.
- Foster Positive and collaborative work environment.
- Keep the team updated on product knowledge and customer service best practices.

### Compliance and Quality Assurance

- Keep accurate records of discussions or correspondence with customers and generate different reports.
- Ensuring adherence of other team members to sales and marketing standards, attendance, and other established procedures.
- Implement quality assurance procedures to ensure service standards are met
- Perform regular audits and reviews of customer interactions.
- Training staff to deliver high sales.
- Ability to create and monitor social media content and activities is an added advantage

### Key qualifications and Competencies.

- Possess a University Degree in Marketing / Business field or any related field.
- Prior experience of management in sales Department,
- Have at least 5-10 years of work experience in a sales or related field.

### Personal Attributes

- Analytical and strategic thinking
- Customer Focused mindset
- Good interpersonal skills
- Excellent communication skills and People relations skills
- Leadership and team management skills

## **APPLICATION PROCEDURE**

Interested applicants are required to submit a cover letter with current CV for consideration to [bonitaukugani55@gmail.com](mailto:bonitaukugani55@gmail.com)

Application Deadline: 09 May 2024

## **2. POSITION: CLIENT SERVICE AND BUSINESS DEVELOPMENT OFFICER**

REPORTS TO: MANAGING DIRECTOR

INDUSTRY: TELECOMMUNICATION

CONTRACT TYPE: 1 YEAR

WORKSTATION: TANZANIA

### **OVERALL PURPOSE**

The role of client service individual involves providing support, addressing the customers' needs and maintaining positive relationships to encourage repeat business and loyalty. The business development lead will be expected to drive growth and expand the business.

### **KEY RESPONSIBILITIES**

#### **Business Development**

- Provide expertise to deliver sales targets on all company's product lines for business retention, sustainable growth and profitability.
- Analyze potential opportunities and develop business plans to ensure that all the business development opportunities are optimized.
- Develop sales and marketing budget in line with strategy for management approval.
- Identify and mitigate commercial risks across all areas of the business.
- Establish partnerships with key stakeholders for effective business relationships and networks within industry and other relate sectors.
- To oversee and conduct market analysis of the industry and adjust marketing strategy to meet changing customer, market and competitive conditions.
- Represent the Company in dealing with clients and other stakeholders on all commercial matters.
- Create sustainable strategies for customer acquisition, develop team targets and manage the implementation of the strategies.
- Work with other team members to achieve customer retention by providing efficient customer service and ensuring a robust aftersales process to deliver strong customer engagement.
- Participate in contract negotiation with clients and be the central point of contact for contracts under execution.
- Review and analyze currently ongoing projects and develop ways to improve the current deployment.

#### **Client Service**

- Act as the primary point of contact for clients, addressing their questions and concerns promptly and professionally
- Build and maintain strong client relationships through effective communication and problem solving
- Collaborate with internal teams to ensure client needs are met and products/ services are delivered as promised

- Manage and reduce customers/clients churn
- Collecting customer feedback to help improve the products and services
- Keep detailed records of client's interactions
- Train the customers on new products and changes
- Strive to meet and exceed customer's satisfaction goals and performance metrics

#### Key qualifications and Competencies.

- Business, Relationship management or marketing-related degree or equivalent professional qualification.
- Experience in all aspects of developing and managing business development strategies.
- Experience in managing and leading high performance management teams to achieve significant sales revenue targets.
- Credible and confident communicator with a high level of discretion and personal integrity.

#### Personal Attributes

- Business Intelligence
- Negotiation skills
- Research and analytical skills
- Communication and Interpersonal skills
- Ability to deliver targets within tight deadlines.

### **APPLICATION PROCEDURE**

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Application Deadline: 09 May 2024