

JOB DESCRIPTION

Position in the Organization

Title:	Team Leader
Reports to:	CEO
Job Family:	Sales & Marketing
Supervises (Function):	None

Main Purpose

To create long-term, trusting relationships with our customers. Oversee a portfolio of assigned customers, develop new business from existing clients and actively seek new sales opportunities.

Accountabilities

1. Serve as the lead point of contact for all customer account management matters for the brand.
2. Build and maintain strong, long-lasting client relationships
3. Negotiate contracts and close agreements to maximize profits
4. Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
5. Ensure the timely and successful delivery of our solutions according to customer needs and objectives
6. Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
7. Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
8. Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
9. Prepare reports on account status
10. Assist with challenging client requests or issue escalations as needed
11. Spearhead the opening of new accounts/ clients.

Requirements

Education	Bachelor's degree in Business Administration, Sales or relevant field
Experience	2 years in the relevant field such as an Account Manager, Key Account Manager, Sales Account Manager, Junior Account Manager or relevant role
Languages	Fluent in English and Swahili

Knowledge	Solid knowledge with CRM software (e.g. Salesforce or HubSpot) and MS Office (particularly MS Excel)
Competencies	Demonstrable ability to communicate, present and influence key stakeholders at all levels of an organization, including executive. Experience delivering client-focused solutions to customer needs Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail Excellent listening, negotiation and presentation abilities Strong verbal and written communication skills

This job description may be amended in line with the activities or evolution of the company.

By signing, the employee acknowledges that he/she has read, understood and accepted this document.

Employee Name/ Surname	
Place and date:	

Signature of the employee:

(To be signed in two copies, one for the employee and one for the employer)