



Job Description

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Job Title Key Account Manager	Job Location Dar es Salaam	Category Operations, Customer Service Relations
Job Type Full Time	Job level Manager	Industry Microfinance, Telecommunication
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Microfinance: 5 Years
Secondary Industry Telecommunication: 3 Years	Primary Category Operations: 3 Years	Secondary Category Customer Service Relations: 3 Years
Certificate -	Qualification -	

Summary

The Key Account Manager works directly with our distributor and corporate clients to understand their specific needs and design a solution accordingly.

The incumbent develops prospects and maintains customer relations and ensures consistent customer services.

Responsibilities

- Secure new business opportunities and maintain a well-organised business pipeline that will secure new business on weekly, monthly, and yearly basis.
- Ensure to meet and exceed revenue targets for his/ her business unit.
- Lead the below business tracks.
 - Acquire and secure B2B partnerships for Device financing.
 - Acquire and secure B2C partnerships for device financing.
 - Acquire and secure B2G partnerships for device financing.
- Lead a strategic and aggressive to onboard customers on membership subscription model for device financing.
- Work closely with different teams to develop and improve feature, use cases and scheme to acquire more customers in our device financing plans.
- Ensure to secure the qualified and competitive customer base.
- Build and maintain solid relationship with key stakeholders across every account.
- Resolve all issues and disputes internally and externally to drive completion of customer co- locations.
- Provide account plan updates, financial forecasting and feedback on key accounts being managed.
- Secure contract renewals and additional business within allocated account base in order to meet targets.
- Serve as primary contact for all client needs, requirements.
- and expectations within accounts allocated. This includes but is not limited to; the preparation of formal proposals, management of change requests and responsibility for liaising with billing and credit control.
- Plan & conduct regular customer meetings.
- Develop new business streams through pro-actively approaching potential new customers.
- Provide accurate and concise reports and data to the Manager, Sales, and others inside and outside the organisation.
- Comply with the provisions of health, safety and environment legislation in Tanzania, and shall also comply with Company's policies and procedures including occupational health and safety and wellness policies, and any modifications to any policy that may be introduced from time to time.
- Live Company's Core Principles and work proactively in a customer-related way in accordance with adopted procedures and best practice.
- Work co-operatively with colleagues and external stakeholders to promote the Company's overall business objectives.

- Ensure that confidentiality is respected and maintained at all times.
- Perform any other duty as directed by line management.

Education & Qualifications

- University degree with a Sales and/or Marketing concentration
- MBA in Business development, Sales and/or Marketing

Requirements

- 5+ years' experience in similar role.

Characteristics

- Experience in interfacing with internal and external customers at all levels.
- An active listener with the ability to represent and communicate customer opportunities to key stakeholders.
- A working understanding of wireless networks, their basic architecture, and the role of site selection and the construction of wireless networks.
- A working knowledge of the current wireless carrier landscape in Tanzania.
- A basic understanding of the steps in the planning, construction, and operation of wireless networks.
- An understanding of the key links between reporting data, forecasting, business development and customer satisfaction.
- Excellent customer service skills.
- Able to influence and motivate others.
- Strong presentation skills.
- Strong analytical skills.
- Strong computer skills including Microsoft Office suite.
- Detail oriented.
- Ability to work with functional groups and different level of employees throughout the organisation to effectively and professionally achieve business results.
- Strong follow-up skills; ability to organise applicable department timelines and follow up with internal and external customer needs as needed.
- Strong written and oral communication skills, including the ability to present ideas and suggestions clearly and effectively.
- Strong organisational skills; ability to accomplish multiple tasks within the agreed upon timeframes through effective prioritisation of duties and functions in a fast-paced environment.
- Strong track record of building and maintaining solid relationships with both internal and external customers and vendors.
- Self-motivated, able to work both independently to complete tasks and respond to department requests as well as collaborating with others to utilise resources and knowledge in identifying high quality solutions.

Reporting To

- Head of Operations

Driving Licence

Not Required

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