



Job Description

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Job Title Key Account Officer – Bulk Consumer (Coastal Zone)	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry -
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Key Account Officer will be responsible to maintain and develop existing customer relationships and to identify and win new business through customer visits. The aim is to grow our business by increasing volume with a profit margin in line with group policies and business plans.

Responsibilities

Main Responsibilities

- Increase customer portfolio.
- Ensure customers operate within their area of demarcation.
- Deliver sales target as per agreed objective set.
- Entrepreneurial and business-oriented mindset.
- Supervise resellers and ensure their compliance with contractual obligations.
- Ensure growth in the cylinder distribution network.
- Conduct regular customer visits and offer training to distributors, resellers, and customers on safe handling and usage of LPG.
- Follow up on cylinder weight and quality of our products in the market.
- Inspect customer sites, LPG network installations, and warehouses to ensure compliance with both government institutions and company legal standards.
- Manage customer HSSEQ compliance.
- Monitor and enforce compliance with company standards and brand image.
- Monitor competition activities in the market and provide feedback to the Head of Sales for informed decision-making.
- Ensure proper customer service and immediate response to customer complaints.
- Follow up on customer orders and ensure timely delivery of products.
- Ensure a proper delivery plan and route plan to serve all customers.
- Ensure enough stocks of filled LPG cylinders and accessories are maintained at all depots, distributors, resellers, and retail outlets at all times.
- Always ensure enough stock is available for all bulk consumers.
- Ensure that the credit facilities granted to customers are managed according to the Oryx Credit Policy.
- Share a weekly report of all activities done in your region.
- Report ongoing issues and trends to management for resolution.
- Be proactive and advise management on how to improve services.
- Always adhere to the company vehicle policy to ensure your safety and protect company property.

Other Responsibilities

Being proactive and innovative, you are expected to be highly reliable, to search for excellence, to respect good governance and HSSEQ principles across the company and consider the company's reputation at all times in particular respecting the OESA Code of Conduct.

You are responsible for your personal results, and do not hesitate to display a proactive and creative attitude with a particular commitment to teamwork.

Education & Qualifications

- Bachelors' Degree in Engineering or any related field.

Requirements

- 2 - 3 years of experience in a similar role
- Experience in the Oil and Gas Industry is an added advantage

Characteristics

- Analytical skills: an organized and methodical thinker. Able to assimilate data and present it in a comprehensive way to different audiences.
- Able to analyse and understand the marketplaces to gain a thorough understanding of customer needs and company strengths.
- Good Communication skills; with staff and customers at all levels of the business
- High level of integrity

Driving Licence

Required

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