



Job Description

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Job Title Manager Customer Service / Project Expeditor	Job Location Dar es Salaam	Category Customer Service Relations
Job Type Full Time	Job level Manager	Industry Manufacturing
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Manufacturing: 7 Years
Secondary Industry -	Primary Category Customer Service Relations: 5 Years	Secondary Category -
Certificate -	Qualification -	

Summary

Focus on handling back office sales team, entailing all activities post sales closure and sales support for the front end sales team.

Responsibilities

Relationship Management

- Coordinate and effectively communicate all customer requirements with respective departments within the company.
- Build and maintain cordial relationships with all customers and internal departments.
- Represent the company at all fronts on a professional manner.

Operational Functionalities

- Create and manage all customer databases for all projects for the corporate team.
- Supervise the team with all quotations and discount functions.
- Coordinate with the Production, QA/QC, Logistics, and any other internal or external department to expedite customer support and deliveries.
- Handle all customer complaints for post-sales issues in coordination with the SR.
- Coordinate within the team and with other departments to ensure the best customer service experience for all clients.
- Traveling within and outside Dar may be required.
- Supervise all receivable activities for all credit customers.
- Create and Manage all MIS as may be required by the sales team and the managers.
- Assist in all sample preparations or any other liaising required with the production or any other department in the company.
- To appoint one CS rep as back-end support to each of the sales reps.

Risk Mitigation

- Ensure all agreements are in place and clear instructions have been received from the sale person / account incharge.
- Avoid any customer conflict.

Education & Qualifications

- Production or Materials engineer with a flair for commercial functions. However, open to other qualifications.

Requirements

- Experience of minimum 5 to 7 years, ideally from paint industry.
- Added advantage is experience in institutional sales and projects.

Characteristics

- Disciplined, motivated and focussed
- Good communication skills both in Kswahili and English (Chinese / Mandarin will be added advantage).
- Ability to establish and maintain client relationships.
- Ability to coordinate with different departments and senior management.
- Presentable personality.
- Multitasking.
- Leadership skills.

Reporting To

- General Manager

Driving Licence

Not Required

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