



Job Description

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Job Title Pre-Qualification Specialist	Job Location Zanzibar City	Category -
Job Type Full Time	Job level Intermediate	Industry Facilities Management
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Facilities Management: 1 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Pre-Qualification Specialist will be responsible for making the first contact with every new property-investment lead, confirming their details and genuine interest in investing, and passing qualified leads to the sales team.

Responsibilities

- Fast first contact: call every new lead within one hour during working hours, and work through overnight leads first thing each morning.
- Prepare before the call: read the short intelligence brief the Sales Command Centre prepares on each lead, and use the suggested opening in the lead's language.
- Verify the details: confirm name, email, phone number, nationality and country of residence, where they heard about CPS, preferred language, and genuine interest in investing.
- Follow the 3-2-7 rule: make at least 3 contact attempts, on at least 2 channels (phone, WhatsApp, email), over 7 days before a lead can be archived.
- Record every outcome in Salesforce: each call or message is logged with a short summary and the next step. Each lead ends as one of: qualified (MQL), archived (with a reason), or spam (with a reason).
- Hand over qualified leads: write a short brief per qualified lead, including a hot/warm / cold rating, for the daily 09:00 lead distribution meeting. Where possible, book the call with a sales agent.
- Escalate urgent leads: a lead who wants to visit today or is ready to buy goes straight to the Sales Manager.
- Re-contact returning leads: archived leads come back to the team after a few months; check their history before calling again.
- Give feedback: report patterns in lead quality (fake details, wrong targeting, duplicates) to the Sales Manager and Marketing.

Education & Qualifications

- Fluent spoken and written English and Swahili
- Clear, friendly and confident phone manner, including with international callers
- Organised and disciplined: follows a script and a contact schedule without reminders
- Comfortable working on a computer all day with two screens (Salesforce and the Sales Command Centre)

- Accurate, complete record-keeping
- Completed secondary education
- A third language (for example German, Arabic or French) is an advantage.

Requirements

- 0–2 years of relevant experience
- Experience in a call centre, customer service, front desk or sales support role is an advantage
- Experience with a CRM such as Salesforce is an advantage
- Interest in real estate or investment is an advantage

Characteristics

- Clear, friendly and confident phone manner
- Organised and disciplined
- Accurate and detail-oriented
- Good communication and interpersonal skills
- Comfortable communicating with international callers

Reporting To

Sales Manager

Driving Licence

Not Required

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