



# Job Description

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| <b>Job Title</b><br>Sales Agent                                | <b>Job Location</b><br>Arusha    | <b>Category</b><br>Sales          |
| <b>Job Type</b><br>Full Time                                   | <b>Job level</b><br>Intermediate | <b>Industry</b><br>Poultry & Eggs |
| <b>Open to Expatriates</b><br>Only Open to Tanzanian Nationals |                                  |                                   |

## Minimum Requirements

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|--------------------------------|---|--|
| <b>Min Budget</b><br>-         | <b>Max Budget</b><br>-                    | <b>Primary Industry</b><br>Poultry & Eggs: 2 Years |
| <b>Secondary Industry</b><br>- | <b>Primary Category</b><br>Sales: 3 Years | <b>Secondary Category</b><br>-                     |
| <b>Certificate</b> -           | <b>Qualification</b> -                    |  |

## Summary

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The Sales admin is responsible for bridging the gap between internal customers (sales agents/sales team) and external customers (regional distributors, large scale farmers, farmers, retailers and potential key accounts) of the company animal feed products & farm services.

The Sales Admin is accountable for driving business growth and influence achievement of dominant market share in animal feed via co-ordinating customers' orders generation, processing, invoicing & payments, deliveries and tracking of customers / market feedback. He/she serves as initial contact for customers with queries about products, orders, deliveries and provide support for sales team.

## Responsibilities

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- Conduct sales activities by processing orders generated from sales team and customers via appropriate policies and procedures focusing on achieving agreed weekly, monthly and annual sales volume and revenue targets.
- Bridging the gap between production team and sales team via sharing daily, weekly, monthly and quarterly sales volume projection to achieve an aligned production projection.
- Inventory level control of all company products via maintaining threshold levels of all products SKU's to ensure availability and avoid out of stock.
- Liaise with the Logistics team to ensure timely deliveries of all processed customers' orders.
- Maintain and update sales & customer procuring records as a key data base towards companies' long-term strategies in defending, attacking, monitoring and maintaining of market share in respective areas.
- Share weekly & monthly sales reports to all internal customers i.e. production, procurement, finance, sales and

management towards strategical decisions.

- CRM analysing via tele sales of all sales team prospect visits and active account base summary.
- Being up to date on all sales related matters including pricing, products features and benefits, mode of distribution, marketing and promotion scheme towards implementing market penetration and coverage.
- Constantly monitor and share with sales manager, oral and written reports on market trends, customer needs, interest, competitor activities, emerging technologies and potentials for new products development.
- **COMMUNICATION ASPECT:** Ensure all customer complaints or concerns or queries are handled in a professional manner
  - Rapid response to customers' complaints or concerns or queries
  - In partnership with the sales team & relevant department, respond rapidly and resolve customer complaints with regards to late delivery, sales inquiry, feed performance and/or technical enquiries to their satisfaction
  - Answer queries and complaints from customers courteously with professionalism
  - Transmit complaints to the right person for immediate action
  - Track complaints to their satisfactory for execution
- Implement Company policies, procedures and standards as established by the company
- Maintain a positive business reputation and develop strong relationships with all customers to ensure that there is continuous feedback about the quality of our animal feed products and services provided

## **Requirements**

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- Proven work (3) years' experience as a Sales administrator or Sales support agent in related field is a plus
- Hands on experience with CRM software's
- Understanding of sales performance metrics
- Excellent organizational and multitasking skills
- A team player with high level of dedication
- Ability to work under strict deadlines
- Certification in Marketing, Sales or relevant field is a plus

## **Reporting To**

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- Country Sales Manager

## **Driving Licence**

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Not Required

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