



Job Description

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Job Title Sales Training Supervisor - Uganda	Job Location Kampala	Category -
Job Type Full Time	Job level Intermediate	Industry Fintech
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Fintech: 3 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

We are seeking a proactive and results-driven Sales Training Supervisor is responsible for designing, delivering, and evaluating sales training programs that improve sales performance, product knowledge, and customer engagement. This role supervises training activities for sales teams, ensures alignment with business goals, and drives continuous improvement in sales capabilities.

Responsibilities

Training Strategy & Development

- Design, implement, and update sales training programs aligned with company sales objectives.
- Develop onboarding programs for new sales hires.
- Create training materials including presentations, manuals, scripts, e-learning modules, and role-play scenarios.
- Ensure training content reflects current products, pricing, policies, and market trends.

Training Delivery & Facilitation

- Conduct classroom, virtual, and on-the-job training sessions.
- Coach sales representatives on sales techniques, negotiation, objection handling, and customer relationship management.
- Facilitate role-plays, workshops, and simulations to reinforce learning.
- Performance Coaching & Support
- Observe sales calls or field activities and provide constructive feedback.
- Work closely with sales managers to identify skill gaps and performance issues.
- Provide one-on-one coaching and follow-up training plans.

Supervision & Coordination

- Supervise and coordinate the activities of sales trainers or training facilitators (if applicable).
- Schedule training sessions and manage training logistics.
- Ensure consistent training standards across regions or teams.

Evaluation & Reporting

- Assess training effectiveness using KPIs such as sales performance, conversion rates, and customer feedback.
- Track trainee progress and certification completion.
- Prepare reports and recommendations for management.
- Collaboration & Continuous Improvement
- Collaborate with Sales, Marketing, HR, and Product teams to align messaging and strategy.

- Stay updated on sales methodologies, tools, and industry best practices.
- Continuously refine training programs based on performance data and feedback.

Education & Qualifications

- Bachelor's degree in Business, Marketing, Education, or a related field

Requirements

- 3–5 years of sales experience, with training or coaching experience preferred
- Experience in adult learning or instructional design is a plus

Characteristics

- Strong knowledge of sales processes and customer engagement techniques
- Excellent presentation, coaching, and facilitation skills
- Analytical skills to measure training impact
- Leadership and supervisory abilities
- Strong communication and interpersonal skills
- Proficiency with CRM systems and learning management systems (LMS)

Reporting To

Head of Sales

Driving Licence

Not Required

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