

KEY PURPOSE OF JOB

The aim of this role is to drive a sustainable financial growth for the business through sales in the Kenya region.

MAIN RESPONSIBILITIES

- Develop and maintain strong relationships with clients to drive sales of various OEM solutions within Kenya and East Africa.
- Identify and target potential clients through networking and market research.
- Present and demonstrate OEM products and solutions to prospective clients and understand client needs and collaborating with Presales and BDM to provide tailored solutions to meet their requirements.
- Collaborating with the BDM, and other SATH customer teams, acts as the focal point for ensuring customer complaints are resolved in a timely and effective manner.
- Negotiate contracts and close new sales to achieve sales targets.
- Ensure revenue assurance on renewal businesses whilst qualifying new viable upsell opportunities – facilitate negotiations & ensure profitability.
- Collaborate with BDM and project delivery team to drive post sales activities such as timely project completion, revenue collections and overall customer satisfaction in collaboration with other support functions.
- Provide ongoing support and follow-up to ensure customer satisfaction.
- Stay updated on the latest OEM products and industry trends.
- Collaborate with the sales team to develop and implement effective sales strategies.
- Maintain accurate records of sales activities and client interactions.
- Maintains an up to date understanding of products and services necessary to perform duties and tasks.

ANTICIPATED OUTCOMES OF ROLE

- Internal & external clients' satisfaction
- Achievement of Revenue targets
- Satisfactory client retention rate
- Revenue per Account Manager per region
- Satisfactory profit margin on sales
- Increased business opportunity for SATH.

JOB REQUIREMENTS	
EDUCATION	<ul style="list-style-type: none"> ▪ A good first degree in any discipline or a technology related field. ▪ An MBA or equivalent is an added advantage.
EXPERIENCE	<ul style="list-style-type: none"> ▪ At least 5 years' experience in a similar sales role, with demonstrable skills in working in a technology consulting environment. ▪ Strong understanding of OEM solutions and technology products. ▪ Excellent communication and presentation skills. ▪ Ability to build and maintain relationships with clients. ▪ Self-motivated with a results-driven approach. ▪ Proficiency in CRM software and MS Office.
PROFESSIONAL MEMBERSHIP	Relevant Professional Qualifications or membership

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Project Management
- Sales performance indices & measurement
- Industry product knowledge
- Must have clear understanding and knowledge of B2B Business environment

Leadership Behavioral Proficiencies

- Able to solve problems and manage multiple competing tasks and priorities.
- Enthusiastic promoter of the organization and opportunities.
- Strong analytical and critical thinking skills.
- Strong ability to influence through strong relationships, expertise and data.
- Ability to manage a complex set of stakeholders.
- Able to skillfully promote SATH brand, values, and culture in every connection.
- Results-oriented and able to demonstrate a high level of ownership and accountability in delivering outcomes.
- Strong communication skills.

PERSONAL ATTRIBUTES

The incumbent must have the following personal attributes:

- Good negotiation and networking skills.
- Strategic thinker.
- Strong business and commercial acumen
- Professional confidence.
- Must be customer focused.
- Able to deliver results.
- Consistently leads by example, acts with integrity, impartiality, and independence.
- Strong business and commercial acumen

WORKING RELATIONSHIPS	
Operational Reporting	Business Development Manager
Dotted Reporting	Chief Operating Officer

WORKING RELATIONSHIPS	
Internal	All departments/units within SATH and its subsidiaries
External	Existing & prospective clients in both public and private sectors; OEM representatives – Original Equipment Manufacturers.