

JOB DESCRIPTION	
POSITION TITLE	Sales Administrator
LOCATION	Kiambu
ROLE OVERVIEW	Manage the front office space to engage clients and coordinate with sale executives to confirm orders, payments, and products dispatch from the production site.
ROLES AND RESPONSIBILITIES	
➤ The administrator will respond to customer inquiries through phone calls and emails in order to keep the business' operations running smoothly. ➤ To coordinate client interactions and visits in the production site by welcoming them and addressing their issues and showcasing our products. ➤ Communicate with the sale executives to confirm availability of different products in the production site. ➤ Accurately record and document different orders from the sales executive in the field for preparation for dispatch. ➤ Liaise with the accountant to confirm payment of client orders before dispatch from the production site. ➤ Coordinate and ascertain timely and orderly dispatch of customer orders to satisfy their needs. ➤ Develop and maintain an accurate client database for the company. ➤ Handle and manage company compliance regulations to NITA, WIBA, Health & Safety aspects. ➤ Maintain and present minutes of integral meetings such as Health & Safety. ➤ Liaise with the sales executives in field to enhance efficiency and business performance through timely ordering, payment, and orders dispatch. ➤ Coordinate with the loading department to enhance efficient delivery of different company products to our clients. ➤ Coordinate orders dispatch with the loading and sales departments.	

- Periodically call clients to confirm products reached them in the best states.
- Interact with customers and handle customers' inquiries.
- Regularly liaise with clients via telephone, email, conference calls or face-to-face.
- Coordinate activities throughout the office to ensure efficiency and maintain compliance with company policy.
- Promote products, services, and content over social media, in a way that is consistent with the organization's brand and social media strategy.
- Advise the management on the best-selling products based on the sales reports developed.
- Meeting with clients and other stakeholders. The meetings may involve pitching potential marketing campaigns.
- Organize and ensure attendance for all sales meetings.
- Take minutes and document all sales meeting's minutes.

DESIRED QUALIFICATION AND EXPERIENCE	
KNOWLEDGE, SKILLS, AND ABILITIES	
<u>EDUCATION</u> ➤ Bachelors in Sales and Marketing or a related course ➤ 4-5 years of related experience in a similar capacity ➤ Experience in Microsoft office. ➤ Use of social media platforms and analysis tools such as Canvas is an added advantage.	
SKILLS ➤ Strong ethical standards. ➤ High professionalism and work ethics. ➤ Strong communication and people skills for articulating ideas to colleagues and clients ➤ Great negotiation skills ➤ Confidence ➤ Product knowledge ➤ Outstanding organizational and leadership skills. ➤ Problem solving aptitude ➤ Immense attitude	
KEY PERFORMANCE INDICATORS	
KEY RESULT AREA	
Overall sales performance	Revenue generation
	Customer portfolio
	Customer satisfaction
	Customer resolution
	Compliance.
	Monthly insights on best-selling products.