



Job Description: African Partner Pool (APP) Sales Executive

Job title: APP Sales Executive

Location: Accra, Ghana

Reporting to: African Partner Pool Manager

Job summary: To sell the APP and its benefits to new users, ensure renewals of subscriptions by existing users and the completing of profiles of incomplete users. Assess and maintain customer data and provide on boarding support to businesses onto the African Partner Pool in accordance with defined criteria, processes and timescales.

Key responsibilities

- Sell the APP and its benefits to new users by providing accurate and clear information, and processes involved
- Ensure the renewal of existing users in accordance with set targets and criteria
- Ensure the completing of user profiles by incomplete users, in accordance with set criteria and targets
- Ensure that targets for new user(paid up), calls and renewals are met monthly
- Advise and process any fee payments for new and renewing customers, giving relevant and appropriate information to all customers
- Assess and quality check customer data being submitted online in accordance with defined criteria, processes, procedures, priorities and timescales
- Ensure that member registration is complete and accurate by reviewing online data in accordance with defined processes
- Provide first-line support to existing customers including updates on registration status, process and IT issues, concerns and complaints
- Be committed at all times to upholding a first class customer service experience and building strong relationships with customers
- Accurately log and maintain records of customer contact, activity and outcomes in a timely manner
- Work as part of a team to ensure overall objectives and process deliverables are consistently achieved
- Maintain high standards of professional conduct and ethics

Experience and Knowledge:

- Experience in a sales environment
- Experience in a customer focused and client facing role
- Some background in data management and analysis
- 2-3 year working experience

Qualifications and Skills:

- Candidate must have a degree
- Proven experience in a sales environment
- Proven ability to meet sales targets
- Confident and articulate manner
- Ability to work on own initiative and a good team player
- Attention to detail
- Enthusiastic and results driven
- Committed to providing excellent customer service
- Strong IT skills
- Data Management experience will be an added advantage

Applications: Job applications and CV's should be sent to ibrahima.aminu@investinafrica.com