



1. JOB TITLE: Warehouse Officer

Apply Before: 01/07/2022, 12:16

Job Description

Position Description

The incumbent is responsible for managing and supervising operations for assembly, test, and or small production activities in the OpCo including managing, monitoring and account for all Warehouse Operations.

R&Rs

- Responsible for receiving, account and managing new/returned stock and movement both physical and in system at the warehouse.
- Responsible for printing, processing and coordinating dispatch of orders in system and physical in hand.
- Responsible for compiling and preparing stock movement reports daily, weekly monthly and yearly
- Coordinates the warranty process which includes checking returns, transfer repaired goods to marketing, ensuring all unreaping goods are well sorted waiting disposal.

- Ensures accurate record keeping of all transaction within the warehouse
- Responsible for production build schedule, i.e. both planning and executing, and On Time Delivery (OTD),
- Manage space, capacity and material (receiving, assembly and shipment),
- Responsible for workforce management i.e. collaborate with the HR department in hiring top quality talent and ensuring that the teams are motivated and engaged,
- Ensure proper policies, process and quality controls are in place and adhered to,
- Ensure continuous supply of materials, tools and equipment,
- Manage logistics of materials to the warehouse in a timely and cost-effective manner while ensuring security procedures and safety protocols,
- Responsible for Yield management and improvement,
- Responsible for designing analytical based daily, weekly and monthly, tracking and reporting of all value-add metrics,
- Coordinate and manage execution of any necessary rework, and distribution for Field trial, Marketing trial, rework and quality screening activities,
- Assist in vendor on-site audits, support quality inspections, follow up implementation of improvement plans and sustain normal manufacturing or assembly operation,
- Drive process improvements, efficiency and Cost Reductions,
- Manage corrective actions (in conjunction with Quality) process defects,
- Collaborate with Quality, Sourcing, Global Technical teams, Sales and Demand planning,
- Responsible for compliance with all Government, Corporate Safety and Environmental Policies in works carried out.

KPIs

- Manage, monitor and account for stocks
- Report on all stock movement
- To achieve product traceability
- Daily, weekly and monthly stock reports
- Cost Optimization of value-add activities

- Record Keeping and Reporting
- OTD (On Time Delivery),
- Inventory Management;
 - Stock Movement,
 - Stock Reconciliations,
 - Stock Control.

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2. JOB TITLE: Sales Support Manager

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Job Description

R&Rs

- **Operational Support**
- Coordinate and support the development and execution of sales plans,
- Responsible for organizing and coordinating all sales review meetings on daily, weekly, monthly and quarterly basis; maintaining a tracker for all agreed action points to ensure closure,
- Regional Distributors support on all issues i.e. BG, validation, creation, weekly stocks follow up,
- Team communication on business changes and work with the National Training Manager to ensure team training is done,
- Ensure field teams get tools of trade as required,
- Coordinate sales commissions review across channels: analysis and administration for sales commissions, initiatives, ranking, and data and follow up with finance on timely payments of teams daily commissions, incentives and also (weekly regional support + monthly recons) daily, weekly & monthly,
- Sales teams complain management,
- EC validation and creation on a daily basis (RECOM: Need of field visits or auditing purposes),
- Coordinate multi-channel administrative support across zones.

- **SOP and Compliance**
 - Ensure proper KYC is done and well documented on a daily basis,
 - Creation and implementation of policies as required,
 - Quality of sale and Upsell checks on a daily basis,
- Ensure control of processes for field evaluations, audits, and training of the sales team and SEPs.

- **Fleet Management**
 - Fuel Management: ensure all fleet have fuel as approved, card creation & dispatch, issue resolutions for teams as they arise on a daily, weekly or monthly basis,
 - Timely vehicle and motorbikes monitoring on a daily basis.
- **Reporting**
 - ROI reports - team support, fleet reports (Weekly/Monthly),
 - Daily and Monthly reports i.e Upsell reports, hourly sales (Daily),
 - Sales Presentations (Weekly/Monthly),
 - KYC Reporting (Thrice a week).
- **Ad Hoc**
 - Work issues as requested by the line manager.

KPIs

- Delivery of all sales support, SOPs and compliance,
- Delivery of sales performance reports on overall sales activities and processes,
- Delivery of administrative support across zones.

Desired Skills and Experience

- Between 3 – 5 years of experience in sales and or sales business analysis,
- Relevant undergraduate degree from a recognized university,
- Demonstrated success in a sales business analytics, business operations, or similar role,
- Ability to understand high-level business strategies, translate them into system and process requirements, and ensure local execution and business impact,

- Highly Analytical and demonstrated ability to extract key business insights through data analysis,
- Computer proficiency, especially competency with Microsoft Office (Excel, word & PowerPoint), experience with data visualization tools e.g. tableau or power BI is an added advantage,
- Superior verbal and written communication skills, with an emphasis on tact and diplomacy,
- Basic Consumer Relations, Consumer Complaints, Crisis Management,
- Reporting Skills, Administrative Skills, Attention to Detail,
- Self-starter (ability to work independently) with good prioritization skills
- Business driven, people focused, with exceptional influencing skills; excellent organizational, project management, multi-tasking, presentation and time-management skills,
- Passion for social enterprise and people development.

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