



JOB DESCRIPTION

1. Role: Head of Sales

Job Location: Dar Es Salaam

Reporting to: Chief Operating Officer (COO)

Direct Reportees:

Job Objective:

The primary responsibility of the Sales Executive is to build business by identifying and selling ISP enterprise and SME prospects and maintaining relationships with clients, provide accurate reporting in relation to ISP enterprise and SME sales issues, respond to enterprise and SME related enquiries in a professional and courteous manner and other ISP enterprise and SME Sales related tasks.

Key Roles and Responsibilities:

- Build and manage a high-performance sales team, providing coaching, mentoring, and motivation to achieve sales targets.
- Develop and maintain accurate sales forecasts, budgets, and sales plans to enable effective sales operations and resource planning.
- Develop and maintain strong relationships with customers and key accounts, ensuring customer satisfaction, retention, and upselling opportunities.
- Provide sales reports regularly to senior management, including team performance, team target, individual target, and customer feedback on sale promotion.

- Work closely with technical and marketing teams to develop effective sales collateral, tools, and training programs to enable the sales team to succeed.
- Develop and manage effective sales territories, ensuring that sales targets are met in each region.
- Understand customer and consumer portfolio of key channels to recommend relevant business strategies for the achievement of their business plan.
- Manage customer expectations from planning through execution to deliver profitable sales.
- Effectively communicate with different parties to ensure customer satisfaction.
- Understand the company's product and market.

Knowledge, Skills and Attributes:

- Plan & deliver Monthly & Annual budgeted revenues & Gross profit
- Sales Team KPI's (Sales/Targets/ Account Receivable/ Active Coverage etc.). Drive cost control Measures and plan delivery within Budget.
- Excellent and Creative Organizational Planning & Organizing, Information, Monitoring, Meeting Participation, Training, Interpersonal, Analytical, Managing Work-Reporting.
- Ability to maintain knowledge of trends and development in technology domains
- Meet targets on customer acquisition and product sales on a monthly basis.
- Work with company management and external parties to develop effective sales strategies and plans.
- Must be prepared for the yearly sales forecasting plan and marketing plan.
- Must have good creative ideas for sales strategies (Sales Policy and Pricing Policy etc..)
- Consistently monitors and evaluates sales performance.
- Continuously review and improve the sales process, identifying areas for improvement and implementing best practices to optimize sales performance.

Academic Qualifications and Certifications:

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- Bachelor and/or Master degree in Business/ Marketing or comparable from a reputed institute.
- Minimum of 5 years of experience working in ISP/MNO Sales.

Required Experience:

- Minimum 5 Years' experience managing a team in ISP/MNO, related to FTTx/DIA Sale.
- Experience in B2B and B2C sales through site visits and cold calling.
- Experience in sales & marketing.
- Fluent in English and Kiswahili. Fluency in additional languages is a plus.
- Ability to work collaboratively with other departments.
- Strong ability to lead, manage, and motivate the teams.
- Strong communication and interpersonal skills.
- Proficiency in identifying and implementing new sales strategies and channels.
- Proficiency in using office applications such as Word, Excel, PowerPoint, PageMaker, etc.
- Taking 100% Responsibility and accountability.
- Problem-solving skills, negotiation skills, and customer relationship management.

Attributes

- Client-focused, relationship-builder
- Integrity, honesty with high ethical standards
- Boundless, passionate and flexible
- Personal excellence, accuracy and attention to detail
- Collaborative, achieve results through teamwork and partnerships
- An appreciation of the African continent's telecommunications markets

How to Apply

Qualified candidates are encouraged to apply by submitting their updated CV including three referees and a cover letter. Applications should be sent to career@greentelecom.co.tz indicating the job position in the subject line. Deadline for the application is 31st January 2025.

2. Role: Sales Executive

Job Location: Dar Es Salaam

Reporting to: Chief Operating Officer

Direct Reportees: Head of Sales

Job Objective:

The primary responsibility of the Sales Executive is to build business by identifying and selling ISP enterprise and SME prospects and maintaining relationships with clients, provide accurate reporting in relation to ISP enterprise and SME sales issues, respond to enterprise and SME related enquiries in a professional and courteous manner and other ISP enterprise and SME Sales related tasks.

Key Roles and Responsibilities:

- Perform ISP enterprise and SME sales activities to achieve company sales objectives.
- Identify and contact potential customers for business opportunities.
- Schedule daily customer appointments and make product presentations if required.
- Update customer database with contact details and interest information from prospective customers.
- Perform daily tasks based on assigned work plan.
- Maintain profitable and productive relationships with customers.
- Maintain up-to-date knowledge about product information and promotions.
- Attend sales training and educational programs for professional development.
- Communicate with customers through phone, e-mails, chats, and personal visits.
- Respond to customer queries promptly and professionally.
- Work independently or in a team to achieve monthly sales quota.
- Provide excellent services and ensure customer satisfaction.
- Make inbound and outbound calls to sell company products.
- Develop sales strategies and determine sales forecast and projections.
- Stay abreast with online marketing trends and competitors.
- Identify, contact, and build relationships with prospective customers through a combination of telephone and in-person cold calls, networking, and referrals to obtain appointments.
- Other duties directed by the Head of Sales and Chief Operating Officer from time to time.

Knowledge, Skills and Attributes:

- Familiarity with ISP products, internet connectivity, and related technologies
- Strong communication and negotiation skills
- Excellent customer service and relationship management abilities
- Proven track record of meeting or exceeding sales targets
- Self-motivated, target-driven, and capable of working independently
- Ability to maintain knowledge of trends and development in technology domains

Academic Qualifications and Certifications:

- Diploma/BSC/BA or related qualification from a reputed institute
- Minimum of 2 years of experience in ISP/MNO Sales.

Required Experience:

- Good knowledge of ISP Products e.g. Dedicated Internet, MPLS, Cloud, PTP Networks etc.
- Proven track record of meeting or exceeding sales targets.
- Proven track record with demonstrable skill set.
- Excellent analytical, strong communication skills, problem solving and negotiation skills.
- Good personal presentation.

Attributes

- Client-focused, relationship-builder
- Integrity, honesty with high ethical standards

- Boundless, passionate and flexible
- Personal excellence, accuracy and attention to detail
- Collaborative, achieve results through teamwork and partnerships
- An appreciation of the African continent's telecommunications markets

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3. Role: Field Network Engineer

Job Location: Dar Es Salaam

Reporting to: Head of Technical

Direct Reportees: Network and Infrastructure Manager

Job Objective:

We are looking for a field engineer to install, inspect, maintain infrastructure and conduct survey, research on site in order to solve problems quickly. For this job, you need to have an engineering degree and be familiar with the technical aspects of machines, equipment, and technology used in different field projects. You should be an excellent problem-solver and be able to manage crises when they arise. If you meet these requirements, and you're also a superb communicator, we'd like to meet you.

Key Roles and Responsibilities:

- Configuration and installation of various routers (Mikrotik, Cisco, Juniper etc)
- Implementations of Point-to-Point and Point-to-Multipoint Links using Mikrotik, UBNT, and Cambium Radios
- Base Station installation and maintenance
- Configuration and working with WIFI Hotspot
- Conduct surveys, research, and studies on-site
- Configure and troubleshoot optical fiber links (FTTH) with minimal downtime.
- Design, deploy, and maintain Fiber Network infrastructure using SDH, DWDM, MPLS, OTN technologies.
- Problem management on incidents.
- Analyze complex network problems and provide resolutions.

- Configuration management of network devices.
- Provide LAN and WAN support to customers
- Troubleshooting of WAN/LAN networks for clients
- Installation and configuration of microwave radios to establish wireless links
- Draft and submit reports

Requirements:

- At least 2 years, must have worked with an ISP/MNO.
- Quick learner motivated and dedicated to get the job done right.
- Prompt in emergency situations. Confidently and quickly handle the problem.
- Experience in testing, commissioning, integrating, supporting, fault analysis and diagnosis of Telecom products and systems.
- Good communication and organization skills.
- Work well with others at various levels.
- Strong understanding of Fiber Optics, FTTx, GPON, ONU/OLT concepts.
- Proficiency in configuring routers, switches, and other networking devices.
- Experience with deployment and maintenance of SDH/DWDM/MPLS networks.

Academic Qualifications and Certifications:

- Diploma/BSC/BA in Engineering, Computer Science or related qualification from a reputed institute
- CCNA or MTCNA is a must.

Required Experience:

- Previous experience as a field engineer or similar role
- Well-versed in technical aspects of field projects, including machinery and equipment
- Understanding of safety guidelines
- Attention to detail
- Outstanding communication skills
- An analytical mind and strong problem-solving ability
- Ability to work in adverse weather and occasional overtime and weekends
- Degree in Engineering, Computer Science or similar field

Attributes

- Client-focused, relationship-builder
- Integrity, honesty with high ethical standards
- Boundless, passionate and flexible
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