

Job Specification - Team Leader

Main Purpose of the Role

The Team Leader is responsible for managing, leading and guiding the Lesana Sales Agents (“Agents”) Team to increase new client business in line with the strategy of growing the loan book.

Key Deliverables of the Team Leader

1. Manage all aspects of the relationship between the Company and all key personnel (payroll and managerial) at all Government Institutions within the region.
 2. Manage all brand related activities, including but not limited to brand building, brand image, and brand equity retention within the region. This will specifically include the following:
 - i. Activations per the minimum criteria as specified from time to time.
 - ii. Introduce the Company to new payrolls and conclude payroll check-off arrangements/Memorandums of Understanding (“MOUs”) with each to allow the Company to introduce its’ products and services to the staff of that entity.
 - iii. Recommend advertising and promotional opportunities to the Regional Manager.
 - iv. Implement and execute all approved advertising and promotional opportunities.
 3. Maintain oversight of and assist in the management of client relationships within the region.
 4. Provide assistance to the Sales Team by providing operational support to the Agents working within the region:
 - i. Assist the Regional Manager with recruiting Agents.
 - ii. Provide sales training and coaching to Agents. Such training shall take place strictly in compliance with the Standard Operating Procedures (“SOPs”) which may be amended by the Company from time to time at its sole and absolute discretion.
 - iii. Assist the Regional Manager with performance monitoring of Agents under his/her supervision and assist underperforming Agents through coaching and guidance.
 - iv. Supply Agents with the appropriate marketing material timeously and regularly.
 - v. Personally facilitate the conclusion of any rollover or top-up loans requiring personal interaction with the client.
 5. Provide assistance to the Operations Team:
 - i. Assist in engaging with payrolls to facilitate uploading of new loan instalments.
 - ii. Assist in the procurement and sharing of supporting documents for Loan Applications in the form of Letters of Undertaking (“LOUs”) and/or Consent Letters from clients and payrolls.
 6. Provide assistance to the Collections Team:
 - i. Assist in engaging with payrolls to facilitate the collection of monthly remittances from those payrolls.
 - ii. Assist in engaging with payrolls to facilitate resolution of longer outstanding payments from those payrolls.
 - iii. Assist in engaging with payrolls to facilitate resolution of any dropped or short paid deductions.
 - iv. Assist in engaging with payrolls to facilitate resolution of any payment related queries.
 - v. Assist in engaging with payrolls to facilitate tracing of any delinquent/arrear clients.
 7. Establish a weekly planner indicating planned appointments and activations for the week ahead. The primary benchmarks, for clarity, are set out in this agreement as follows:
 - i. Visit every payroll within the designated area(s) at least once per month.
 - ii. Meet with every Agent (singularly or as a group) in the region at least once per month.
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8. Report every morning to your designated line manager either in person or by telephone (in the case of satellite-based Team Leaders) to assess progress and file a daily report at the close of business in a format to be discussed with your line manager.
9. Provide complete and accurate written records of all daily activities conducted, including but not limited to employers seen, individual applicants or potential applicants interviewed or interacted with, and contact numbers of same. The format and reporting frequency hereof will be as agreed with your line manager from time to time.

Reporting Structure

The Team Leader will report to the Regional Manager.

The Candidate

We seek the following in our desired candidate:

Qualification Requirement

A relevant tertiary qualification is preferable.

Experience / Background Preference

1. The company will only look at candidates who have no less than three years' related work experience within a high performance, sales environment.
2. Previous experience within the Microfinance sector will be advantageous.

Key Competencies

The successful candidate will need to demonstrate the following:

1. A strong analytical ability is a requirement of the role.
2. The ability to analyse data, identify trends and form reasonable conclusions.
3. A strong customer service focus.
4. Sales and business development skills.
5. Strong interpersonal and communication skills, both verbal and written.
6. The ability to influence and persuade others.
7. Strict attention to detail.
8. A strong work ethic.
9. A self-starter who is proactive, shows initiative and displays high levels of self-motivation.
10. Self-assurance and a confident manner.
11. Strong time management skills - the ability to prioritise and manage workflow.

Location

The position is based at each of our Regional Branches in Maseru, Leribe and Mafeteng.

Compensation

An annual cost to company remuneration package which will be commensurate with the qualifications, technical skills and experience of the successful candidate.

Please forward applications to careers@lesana.co.ls

If you do not hear from us within two weeks, please consider your application for this particular vacancy unsuccessful. In this instance, please be assured that we shall retain your application and will be in touch should a suitable opportunity arise in the future.