

Job Specification: Team Leader - Northern Region

Main Purpose of the Role

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

Key Deliverables of the Role

1. Liaise with current and prospective employers with the aim of securing payroll deduction agreements.
2. Plan and coordinate sales.
3. Constantly conduct and arrange sales and marketing campaigns/activities in the Northern Region of Malawi.
4. Proficiently induct new Sales Agents in the Northern Region of Malawi.
5. Support the Sales Agents with marketing material.
6. Assist Field Agents in conducting activations in various areas of their operations.
7. Manage subordinates in achieving their Key Performance Indicators (“KPIs”) and drive sales budgets.
8. Maintain product knowledge and fluency thereof.
9. Activity Management:
 - i. Become the custodian of the activity management philosophy for your region.
 - ii. Ensure that the activity management philosophy is actively trained, inculcated and practiced.
 - iii. Ensure that activity management data is analysed daily, accuracy and completeness is assessed and trend analysis understood.
 - iv. Daily monitoring of all Sales Agents to ensure that they meet their daily targets.
10. Ensure accuracy in screening loan applications for credibility and capture loans into loans management system. Ensure loan origination quality standards are applied by the Community Based Sales Agents and Sales Consultants.
11. Advise clients on the best product suitable for their needs.
12. Manage all Assets under your control.
13. Assist with the collection of amounts due from clients and/or employers from time to time.
14. Assist with the preparation and completion of monthly reports.

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.
3. Previous managerial experience is essential.
4. Must be able to work flexible hours.
5. Must be highly computer literate.
6. Must be in possession of a valid, clean drivers licence.

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; is performance driven and is able to handle the responsibilities associated with the position, with honesty and integrity.
10. Self-assurance and a confident manner.
11. Strong time management skills - the ability to prioritise and manage workflow.
12. A team player who is approachable and receptive to ideas/feedback from others.
13. A logical thinker who has a clear, focused and methodical approach to work.
14. Results orientated - strongly motivated to achieve results, adhere to deadlines.
15. Assertive - able to handle conflict, stand by principles and put forward ideas despite opposition.
16. Tough-minded, rarely upset by criticism and able to retain optimism despite setbacks.

Location

The position is based in Mzuzu.

Please forward applications to: info@selectafrica.net.

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.