

## **SALES & OUTREACH OFFICER**

Unity Sacco Society Limited is seeking to fill **four (4) positions** of sales & outreach officer in Kitengela office.

### **Job Summary**

Responsible for developing new business prospects, recruiting and interacting with existing Members to increase sales of the Society's products and services

### **Key Tasks and Responsibilities**

- Identifies, monitors and maintains customer base through efficient interactions and analyzing any changes in Members' needs
- Plans and implements various outreach events such as member education days and other innovative member recruitment campaigns to deliver the Sacco membership growth strategy
- Interacts with potential Members to understand their individual requirements and recommends improvement strategies to ensure achievement of all Sacco objectives.
- Develops and maintains relationship with business owners, individuals, corporate executives and influential personnel within their area of operations.
- Conducts door-to-door direct selling to obtain new Members and retain the existing ones.
- Seeks customer feedback on the Society's products.
- Administers Member queries on the Society's products, manages effective resolution of all customer complaints in their portfolio.
- Create member accounts and ensure relationship management.
- Ensures compliance with KYC and due diligence.
- Achieves the set individual targets in terms of Member numbers and value.

### **Generic duties and responsibilities**

- Submits weekly & monthly sales reports to the Sacco Manager.

### **Academic Qualifications**

- Diploma/Higher Diploma in Sales, Marketing or a relevant field

### **Knowledge, skills and attributes**

- Strong communication and interpersonal skills
- Report writing skills
- Numeric skills

### **Key Result Areas**

- Number of new Members recruited
- Number of existing members retained

- Improved customer satisfaction.

Qualified applicants should email their applications to [unitysacco1@gmail.com](mailto:unitysacco1@gmail.com) on or before 5:00pm on Friday 15<sup>th</sup> December, 2023