



## VACANCY

### TEAM LEADER SALES

Vodafone Vanuatu is seeking for Team Leader Sales to be based in **SANTO**

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#### Mission

- Be responsible for sales and customer service and the overall customer experience.
  - Do daily management of the sales and the retail sales in retail outlet based in Santo.
  - Ensure all customers have the best possible experience.
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#### Function

##### 1. Customer Care

- Provide daily leadership to customer service staff to meet customer expectation
- Have a high level of knowledge and leadership in customer service
- Ensure timely processing of customer orders and helps resolves customer disputes
- Identify system and workflow improvements to enhance the team's efficiency
- Familiar with a variety of the internal practices and procedures
- Perform data entry tasks and maintain a clean customer database always updated for the annual phone directory
- Accomplish customer service human resource objectives by orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Achieve customer service objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
- Meet customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions.
- Determine customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications.
- Improve customer service quality results by studying, evaluating, and re- designing processes; establishing and communicating service metrics; monitoring and analysing results; implementing changes.

##### 2. Sales

- Have the ability to work with sales systems
- Enhance staff accomplishments and competence by planning delivery of solutions; answering technical and procedural questions for less experienced team members; teaching improved processes; mentoring team members.
- Identify business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
- Sell products by establishing contact and developing relationship with prospects, recommending solutions.
- Maintain relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Identify product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Prepare reports by collecting, analyzing, and summarizing information.
- Maintain quality service by establishing and enforcing organization standards.

- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contribute to team effort by accomplishing related results as needed.
- Responsible to ensure branding, price tags, devices and accessories displays are always neat and up-to-date in all retail outlet.

### **3. Others**

- Ensure that employees are perfectly well groomed and properly dressed
  - Ensure that employees arrive on time and respect the schedule
  - Other activities relate to department concerned defined by the direct superior in order to fulfil all position's requirements and to address current needs
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## **Competences:**

### **1. Knowledge**

- Bachelor's Degree in Business studies or related discipline.
- General understanding of sales, marketing and distribution of product and services

### **2. Skills**

- Excellent communication skills (written and verbal)
- Strong analytical skills
- Ability to fast learning
- Ability to work on a transversal way, understanding all the needs of the different entities
- Ability to work under time pressure
- Be Customer focused
- A valid driver's license

### **3. Personal characteristics**

- Fluent English/Bislama and French basic understanding
  - High commitment, quality and customer oriented
  - Availability, ability to work after working hours
  - Resistance to stress
  - Honesty
  - Customer Obsessed
  - Innovation Hungry
  - Ambitious & Competitive
  - Trust
  - Must possess the ability to educate and convince customers
  - Smart and pro-active
  - Conscientious and vigorous
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Interested applicants for the above position may send in their application and CV addressed to HR Coordinator, P.O. Box 146, Port Vila, or [valerie.dinh@vodafone.com.vu](mailto:valerie.dinh@vodafone.com.vu) before on **Tuesday 06<sup>TH</sup> September 2022.**