



VACANCY

TEAM LEADER SALES

Vodafone Vanuatu is seeking for a Team Leader Sales based in Port-Vila.

Mission

- Be responsible for retail sales and customer service and the overall customer experience.
 - Do daily management of the retail sales for all retail outlets in Port-Vila.
 - Ensure customers are served in a high standard manner and enjoy the best experience they can get.
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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 through surveys; determining system improvements; implementing change.
- Meet retail sales financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective or preventive actions.

2. Sales

- Can work with sales systems
- Enhance staff accomplishments and competence; 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 analysing 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.
- Identify product improvements or new products by remaining current on industry trends, market activities, and competitors.
- Prepare reports and dashboards as may be requested for this position.

- 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 based in Port-Vila

3. Others

- Ensure that employees are perfectly well groomed and properly dressed
 - Ensure that employees arrive on time and respect the schedule and rosters
 - 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

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 oriented
 - Innovative
 - Ambitious & Competitive
 - Trustworthy
 - Must possess the ability to inform 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 before on **Monday 11TH July 2022**.