

SALES SUPPORT EXECUTIVE

The role responsibilities include providing support to the sales and marketing department by tracking sales leads, coordinating targets and sales packs, providing customer service, and managing customer accounts. The Sales Support Executive is also responsible for monitoring sales, sales activities of sales team that are including but not limited to sales visits, vehicle tracking, customer follow up etc. and the performance of the sales team as well as recording sales data, marketing and advertising on social media platforms.

Key Responsibilities

- Provide sales support to the sales and Marketing department
- Answer customer inquiries and help resolve issues,
- Follow up with customers about their order status. Call customers to generate sales leads, and to verify data provided by the sales team.
- Update and monitor sales revenue, report on issues affecting revenue and sales
- Compiling a daily list of sales leads, delegating leads to the sales team, and providing sales data and guides to the sales department.
- Developing and monitoring performance indicators for sales and sales team, managing sales tracking tools, and compiling reports.
- Managing customer accounts, following up with customers for administrative purposes, and providing troubleshooting assistance for orders, account statuses, and other problems.
- Organize and coordinating customer meetings, conferences and trainings in liaison with sales and marketing team

Key Qualification, Experience, Skills, and Competencies

- a. Degree/Diploma in Aquaculture, Data Science or Statistics or any other related field
- b. Proven work 1-2 years of experience as a Sales support specialist
- c. Basic experience in Aquaculture sales will be an added advantage
- d. Proficiency with MS Office Suite, particularly MS Excel
- e. Attention to details
- f. Ability to maintain sensitive and confidential information

Interested candidates are requested to send their updated CV and cover letter to hc.ke@samakgro.com stating the subject heading **SALES SUPPORT EXECUTIVE** by **31st January 2025**.

Only shortlisted candidates will be contacted.