

Description

Founded in 2012, SunCulture's Vision is to build a world where people take control of their environment in rewarding and sustainable ways. SunCulture does this by developing and commercializing life-changing technology that solves the biggest daily challenges for the world's 570 million smallholder farming households.

About the Role

Reporting to the Associate Director, Business Development, the ideal candidate will head up our growing Telesales team. As a Telesales Manager, they will be responsible for setting weekly and monthly sales targets, training new Telesales staff, designing and implementing sales strategies, monitoring the key performance indicators of the sales team, and handling escalated customer complaints.

To ensure success as a Telesales Manager, you should have experience with Telesales, advanced managerial skills and the ability to multitask. A top-notch Telesales Manager provides strong guidance and assistance to the Telesales team, ultimately boosting company sales.

Responsibilities

- Team Management
- Curate and develop team KPIs to ensure delivery of SunCulture sales targets
- Motivate and empower Telesales Agents to achieve personal as well as team KPIs
- Have weekly check-ins with the team to check on their pulse and also get to receive and give constructive feedback
- Escalate any discrepancies that may arise that will affect team performance
- Training, onboarding, and training
- Develop a robust plan that will tie into the personal development and learning of the Telesales teams for the purpose of improvement and efficiency
- Have a quarterly review of all training needs of the team and collaborate with trainers for execution.
- Buddy up with the newbies joining the SunCulture Telesales Team to ensure that they are set up for success.
-
- Performance Management
- Ensure that the team have clearly laid out metrics to measure their performance and have that quantified to mid and end of year reviews
- Have secondary documentation that will tie into the check-ins and engagement of the team members to measure team satisfaction and also curb on attrition rate.
- Forecast on the team blockers that may affect their performance so as to ensure they are all set up for success.
-
- Team Support
- Handle all customer escalations that may have been difficult to be handled by the teams or needed special attention
- Compile and present a high-level sales report to showcase needed deliverables of the team members.
- Maintain customer relationships and also carry the SunCulture brand.

Telesales Manager

Hiring organization

SunCulture

Employment Type

Full-time

Industry

Agriculture

Job Location

Kampala, Central Region, Uganda

Qualifications

- Bachelor's degree in Marketing, communication, or any other related field.
- Previous experience working in the Telesales Department with proven aptitude to lead and manage teams.
- Experience managing/moderating business communication platforms
- Strong managerial and sales skills
- Good verbal and written communication skills
- Ability to work well under pressure
- Ability to write and present high-level strategic reports
- Strong organizational skills
- Ability to quickly learn new skills, systems, and procedures
- Experience with Google Suite, Salesforce, Teamworks, and other CRM systems
- Thrive in resources constrained environments
- Have discretion in using budgetary allocation for the department
- A proven record of ability to achieve through others
- Ability to handle multiple projects at the same time

APPLY NOW