



1. JOB TITLE: CUSTOMER SERVICE OFFICER

SUMMARY:

We are looking for a customer service officer with superior communication skills and a great work ethic to join our team.

Our customer service officers are at the front-line of delivering our promises to our customers and the first contact point. As the customer service officer, you will work directly with customers to meet their needs, answer their questions, provide support and prepare customer orders. We are seeking a candidate who is persuasive, energetic, and ready to go the extra mile to ensure customer satisfaction. Someone who is result orientated and able to work against targets.

Long-term career aspiration (min 5 years). Position is based in Zanzibar.

RESPONSIBILITIES:

- Ensure that the Reception/ Office area is always clean and organized.
- Stay informed on all company services and products so customer inquiries can be answered correctly and on the spot.
- Process customer orders of products and services
- Efficiently making and returning phone calls or emails in a timely manner. Every call/ Email must be returned/ replied within the same day.
- Handle customer complaints and questions regarding problems with orders and always make an update in the intranet.
- Make sure orders are delivered to customers on time with an invoice, and a returned signed invoice is filed in the office file.
- Process customer orders of products and services
- Ensure that operational activities are executed within allotted budget and timelines following procedure established. E.g. Order receiving procedure, Purchase Invoice receipt procedure, payment making procedure etc.

- Able to produce fact-based brief reports, on digital devices.

Education: Advanced diploma in business studies, Bachelor's degree in business studies is an added advantage

Experience: Minimum of 2 years experience in related field (Food & Beverage and Hospitality industry preferred) and experience in processing orders and invoices. Fluent in MS word, excel, other programs of advantage.

2. JOB TITLE: CUSTOMER ACCOUNT MANAGER

SUMMARY:

We are looking for an Account Manager to create long-term, trusting relationships with our customers.

The Account Manager's role is to oversee a portfolio of assigned customers, develop new business from existing clients and answer client queries. We are seeking a candidate who is persuasive, energetic, and ready to go the extra mile to ensure customer satisfaction. Someone who is result orientated and able to work against targets.

Long-term career aspiration (min 5 years). Position is based in Zanzibar.

RESPONSIBILITIES:

- Assist new customers to open customer accounts and to issue contracts for those leasing coffee machines.
- Make sure customer data is available, accurate and updated at all times including physical location, email, phone numbers, responsible person, and any communication with customers has to be documented electronically in the customer account.
- Follow up on payments from customers
- Follow-up on pending orders to customers to make sure they are delivered and customers
- Provide support to all business units including CUSTOMER SERVICE, WAREHOUSE, TECHNICAL, PRODUCTION, HR, administrative, marketing and other departments.
- Conduct Customer follow-up on our products and services
- Handle customer complaints and questions regarding problems with orders and always make an update in the intranet
- Work on getting new orders from the existing customers, always try to sell them a product when performing your customer care activities.
- Able to produce fact-based brief reports, on digital devices

EDUCATION: Bachelor's degree in business studies

EXPERIENCE: Minimum three (3) years Experience in Related Field (Food & Beverage and Hospitality industry preferred). Fluent in MS word, excel, other programs of advantage.

3. JOB TITLE: SALES OFFICER

SUMMARY:

We are looking for a motivated and results-driven Sales Officer to join our growing team.

The individual in this role would be responsible for calling prospective customers, explaining our product, and guiding them through their purchase process. We are seeking a candidate who is persuasive, energetic, and ready to go the extra mile to ensure customer satisfaction. Someone who is result orientated and able to work against targets.

Long-term career aspiration (min 5 years). Position is based in Zanzibar.

RESPONSIBILITIES:

- Identifies market potential by qualifying accounts.
- Initiates sales process by scheduling appointments; making initial presentations; understanding account requirements.
- Closes sales by building rapport with potential accounts; explaining product and service capabilities; overcoming objections; preparing contracts.
- Expands sales in existing accounts by introducing new products and services; developing new applications.
- Contributes information to market strategy by monitoring competitive products and reactions from accounts.
- Recommends new products and services by evaluating current product results; identifying needs to be filled.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes marketing and organization mission by completing related results as needed.
- Able to produce fact-based brief reports, on digital devices

EDUCATION: Bachelor degree in Marketing, Sales, any business related studies

EXPERIENCE: 4 Years experience in Related Field (Food & Beverage and Hospitality industry preferred). Fluent in MS word, excel, other programs of advantage.

4. JOB TITLE: PROCUREMENT OFFICER

SUMMARY:

We are looking for an Procurement officer at our Office in Dar Es Salaam & Zanzibar.

RESPONSIBILITIES:

- Receive purchase orders from Warehouse and procure from approved suppliers.
- Select and evaluate eligible suppliers.
- Establish and maintain updated supplier information on the system.
- Establish and maintain a positive, productive working relationship with the supplier.
- Conduct the entire procurement process, i.e. supplier and product assessment, selection
- Set up supplier order placement, order receiving, complaints resolution,
- Be the supplier's first point of contact at suvacor.
- Ensure purchase invoices comply with suvacor's requirements.
- Ensure purchase invoices and other supplier related documentation is done according to suvacor's guidelines.
- Any other duty assigned as per needs of the company.
- Reconcile or resolve order discrepancies with suppliers.
- Control and monitor expenses against approved budgets
- Create Payment terms negotiation, optimization and management
- Monitor delivery times to ensure they are on time
- Maintain good relationships with suppliers and renegotiate prices on a regular basis
- Able to produce fact-based brief reports, on digital devices

EDUCATION: Bachelor's degree in Procurement and Logistics.

EXPERIENCE: Minimum four (4) years Experience in Purchasing (Food & Beverage and Hospitality industry preferred).

How to apply:

All Cv's and Cover letters should be sent to hr@suvacor.com.

References from all previous employers in chronological order.

Ensure all referee's are references from previous employers.