



JOB DESCRIPTION

Position title	After Sales/Customer Service Manager
Location(s)	SPOUTS Head Office, Stensera Road Uganda
Reporting line(s) and networks	Reports to the SPOUTS Chief Executive Officer. Responsible for management of a variety of after sales and customer service operations across Uganda including direct line management of customer service staff.
Special conditions	Some travel may be required between the SPOUTS head office, the factory at Nakawuka and other parts of Uganda in response to the demands of the program.
Position Summary	<p>The After Sales/Customer Service Manager is responsible for optimising all aspects of the after sales experience for the customer and maintaining customer relationships to measure satisfaction and encourage future sales.</p> <p>The After Sales/Customer Service Manager works in close collaboration with the Sales Manager and the Finance and Accounting Manager to ensure the achievement of performance targets and to contribute to the success of SPOUTS as a sustainable social enterprise.</p>
JOB PROFILE	
Duties and Responsibilities	<ol style="list-style-type: none"> 1. Coordinate after sales functions including deliveries, collections and warranty claims in order to optimise customer satisfaction within budget constraints. <ul style="list-style-type: none"> • Contribute as a member of management to SPOUTS’ strategic planning and decision making. • Maintain a business development plan covering sales, revenue and expense controls for existing products and services to support the growth and sustainability of the business. • Ensure prompt resolution of any customer complaints about product quality. • Identify potential problems and take proactive steps to protect the company against bad debt and potential financial risks. • Work in collaboration with Finance and Accounting to ensure that all payments are appropriately accounted for and that confiscations are undertaken if required. 2. Implement and maintain systems and processes that will effectively eliminate error, increase response time, improve communication and record outcomes in relation to all aspects of the customer experience. <ul style="list-style-type: none"> • Manage customer accounts to ensure tracking of all actions taken in relation to each customer. • Ensure that all invoicing/payment, delivery and warranty transactions are managed in accordance with company policy, are up-to-date, accurately recorded and reviewed regularly to identify potential issues. • Ensure the preparation of accurate reports to summarise outcomes in relation to collections, deliveries and customer satisfaction metrics for the management team and make recommendations for improvement.



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	<p>3. Establish and maintain contact with clients and potential clients to assess satisfaction and optimise opportunities for further sales.</p> <ul style="list-style-type: none"> • Maintain a strong customer focus to improve the sales experience. • Ensure management of all incoming and outgoing queries (including Facebook, email, phone) to provide a positive customer experience, promote the company brand and encourage further sales. • Develop campaigns to promote SPOUTS’ products and services. • Track and record outcomes in terms of customer satisfaction with the quality of the company’s products and services and proactively recommend improvements where required. • Generate sales leads and liaise with the sales teams to ensure follow up. <p>4. Undertake employee management in order to deliver quality performance outcomes across the sales department.</p> <ul style="list-style-type: none"> • Manage, develop, coach, control, and motivate the after sales team to develop their skill to ensure that a high professional standard is achieved and performance targets are met. • Ensure there is a mechanism in place to monitor individual performance, assess progress and provide feedback to support individual development. • Assess the strengths and weaknesses of the after sales team and manage the program accordingly, including undertaking recruitment and coordinating training as required. <p>5. Demonstrate corporate responsibility.</p> <ul style="list-style-type: none"> • Always act in a manner consistent with SPOUTS’ values. • Comply with the SPOUTS’ standards of conduct and all applicable policies and legislation. • Represent SPOUTS in public and official forums, functions and joint ventures as required.
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PERSONAL PROFILE:

Capabilities	<p>Within the context of the main responsibilities and accountabilities of the role, the employee is expected to demonstrate the following capabilities:</p> <ul style="list-style-type: none"> • Personal qualities of integrity, credibility, and dedication to the mission of SPOUTS. • Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders. • Personal commitment to excellent customer service. • Applies broad-based knowledge to manage projects, account for resources and ensure compliance with relevant legislation and standards. • A successful track record in setting priorities, managing work demands and evaluating progress while remaining responsive to changing priorities. • Works autonomously, delegating appropriately to manage workload. • Uses initiative to develop new approaches and achieve high performance outcomes. • Commitment to training staff to maximize individual and organization goals.
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	<ul style="list-style-type: none">• Works well in a multi-functional and multi-cultural team.• Experience with the use of data bases for tracking of metrics.• Fully proficient with Microsoft Word and Excel.
Qualifications/ Experience	Extensive experience with customer relationship management and managing and directing a customer-focussed program, particularly in a developing country. A qualification relevant to the work of After Sales/Customer Service Manager will be highly regarded.
Language requirements	High level of competence in spoken and written English language skills.