

JOB DESCRIPTION: MERCHANDISERS

Job Location: Nairobi and Nyanza
Reporting to: Key Account Executive
Job Tier Level:
Direct Reportees: N/A

Position Description

The Merchandiser will play a pivotal role in ensuring that products appear in the right store or on website, at the appropriate time and in the correct quantities.

The position is responsible for working closely with the buying teams to accurately forecast trends, plans stock levels and minor performance.

R&Rs

- **Delivery of all customer's orders timely and efficiently.**
- Ensure timely payment of goods sold and collection of cheques for all credit customers.
- Determines call schedule by reviewing priorities with supervisor; discussing special instructions, product promotions, new products, and price changes.
- Maintains customer relationships by visiting with store managers, department managers, and employees; answering their questions; responding to special requests; describing product features.
- Maintains store shelves by observing displays of company products; removing damaged products; tidying store shelves; providing optimum display of products.
- Maintains inventory by restocking shelves with product from inventory; observing inventory levels; prompting store management to reorder when levels appear low; arranging for return and credit for damaged products.
- **Completes call report by observing display and pricing of competitors' products.**
- Helps field sales representatives with special promotions by setting-up displays at aisle ends; checking daily on special promotions; observing customer reaction to special promotions; forwarding observations to management; removing promotions at end of special promotion period.
- Provides information by reporting growth, expansion, or closing of supermarkets and any other stores in assigned territory.
- Maintains quality results by following and enforcing standards.
- Enhances merchandising and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.

- Answer customers' questions about products, prices, availability, product uses and credit terms.
- Build strong relationships with all the stakeholders in the market
- Identify prospective customers by using business directories, following leads from existing clients, and doing market storm.
- Monitor market conditions, product innovations, and competitors' products, prices, and sales
- Provide customers with product samples and catalogues
- Recommend products to customers, based on customers' needs and interests.
- Continuously improving through feedback analyse the territory/market's potential, track sales and status reports.
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KPIs

- Ensure deployed targets are met consistently
- Reporting Compliance: Agent and campaign performance reports, Call Center processes compliance drive
- Any other outbound KPIs as outlined based on each campaign

Desired Experience

- A Degree in a Business or related course.
- A minimum of 3 years Sales and Marketing or Merchandising experience in FMCG highly desirable.
- B2C sales experience.
- Certificate of good conduct.

Knowledge

- High interpersonal skills and ability to interact with people from all walks of life.
- Relationship and account management skills.
- Report writing skills
- Ability to prospect for, negotiate and close a business deal
- Negotiation skills
- Confident and bold
- Good planning and organization skills.
- Team player with proven leadership skills.
- Good decision maker.
- Ethical and holds high integrity
- Commercial awareness.
- Able to cope with pressure.
- Communication skills.
- Interpersonal skills.



1 in 4 people do not have access to electricity

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- Leadership skills.
- Strong numerical and analytical skills.
- IT skills.

Skills and Competencies

Relationship Management: Develops and maintains effective collaborative relationships and networks with strategic contacts

Ownership: **Takes personal responsibility for their own/ team's performance. Champions continuous improvement and inspires others to deliver whilst balancing risk, business competitiveness and customer satisfaction.**

Drive Results: Translate strategy into action and drives tenaciously and innovatively for outstanding results. Displays creativity in avoiding problems, reacting quickly and decisively to deal with risks and opportunities

Judgement and decision making: Demonstrate an ability to analyse and interpret complex business decisions or recommendations. Cope well with uncertainty and provides clarity and direction to others combined with effective decision making in both the short term and long term

How to Apply

Candidates who meet the requirements should submit their CV and cover letter to:

recruitment.kenya@dlight.com before 26th August, 2020.

About d.light

Founded in 2007 as a for-profit social enterprise, d.light manufactures and distributes award-winning solar products designed to serve the more than 2 billion people globally without access to reliable electricity. With operations across Africa, Asia and the Americas, d.light has impacted close to 100 million lives with its products and solar solutions. For more information, visit www.dlight.com.

