



1 in 4 people do not have access to electricity

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.

JOB DESCRIPTION: UPSELLING MANAGER

Job Location:	Nairobi
Reporting to:	Group Manager: Loyalty & Upselling (75%) & Director of Sales & Distribution – Kenya (25%)
Job Tier Level:	Band C1
Direct Reportees:	Upselling Supervisors

Position Description

Upselling Manager will be responsible lead conversion, upgrading and upselling of existing customers with a clear focus of driving sales productivity, efficiency, quality, and growing/management of Upselling Team. The role will be responsible for managing the day-to-day operations of the Upselling team, including hiring and developing Upselling Supervisors and Upselling Agents, designing sales campaigns, sales techniques, and formulating strategies to maximize conversion rate.

R&Rs

- Lead the Upselling team, inspiring, equipping, and supporting them to achieve the company's lead conversion, upgrade and upsell targets,
- Conduct effective resource planning to maximize the productivity of resources i.e both people and technology,
- Structure Upselling campaigns by organizing leads, products, and staffing to maximize conversion rates, revenue and margin,
- Design and continually improve sales pitches, closing techniques, and objection-handling,
- Own the Upselling budget, staffing and processes to maximize performance in a cost-effective way,
- Ensure proper policies, process and quality controls are in place and adhered to,
- Ensure the team maintains high quality standards, providing complete and accurate information, following correct processes, and adhering to consumer protection principles in every sale,
- Responsible for workforce management i.e. collaborate with the HR department in hiring top quality talent and ensuring that the teams are motivated and engaged,
- Development of team through coaching, mentoring, and launching learning and development initiatives,
- Responsible for designing, tracking and reporting of call-center analytical based statistics (*i.e sales rates, costs, customer service metrics*) daily, weekly and monthly,
- Collaborate with different cross functional teams in order to achieve business objectives.

KPIs

- Cost Optimization
- Achieve Lead Conversion Targets



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- Achieve Upgrading & Upselling Targets

Desired Skills and Experience

- University graduates or higher in business preferred,
- Direct relevant experience of 5 to 7 years in a similar role is preferred
- Passion for serving customers and a drive to go above and beyond their service expectations
- Strong communication and interpersonal skills, able to communicate effectively,
- Excellent team player, thoughtful,
- Self-Managed, well disciplined, confident, organized, motivated and time conscious.
- Ability to multi-task and set priorities for self and others,
- Experience in dealing with fast paced dynamic organization a plus,
- Must have high level of ownership and accountability,
- Excellent computer, analytical, and strong problem solving and decision-making skills,
- Strong mindset for continuous improvement and meeting or exceeding expectations and able to demonstrate complete discretion and confidentiality,
- Passion for social enterprise, development of people and environmental benefits.

How to Apply

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

recruitment.kenya@dlight.com before **15th September, 2021**.

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

