

Retail Team Lead at Hotpoint Appliances Ltd

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Hotpoint Appliances Ltd was established in . Its first store was located in the Sarit Centre shopping mall in Nairobi. In late s Hotpoint was awarded the Sole Distributorship Agency for LG Electronics. Later on, it went on to acquire agencies for other global brands including Ariston, Westpoint and Kenwood. The company quickly expanded its operations throughout Kenya, and by is was on the the region's largest retailers and wholesalers of consumer electronics and entertainment products. Founded on the philosophy of Customer Value and Service. The company's success is dependent on building and maintaining customer loyalty. Through strong supplier partnerships, we expect to provide customers with quality products featuring the latest technology, while offering unparalleled after-sales service. Our Vision To enhance the lifestyle of our Eastern African Customers Our Mission To supply and support domestic and commercial electronic appliances Our Core Values Integrity and Excellence We absolutely believe in doing the right thing: for our customers, our people and all stakeholders. Teamwork, Empowerment and Growth We develop ourselves as people, and we work collaboratively between individuals, departments, locations and levels.

Job Purpose

Ensure presence on the shop floor and manage the employee direct reporting (Supervisors, Sale team & General helpers)

To offer administrative support in the showroom on areas of cash operations, billing etc receiving of goods, customer communication, preparation of quotation etc.

Job Responsibility and Accountability

Schedule daily operations-prepare a schedule of activities in the branch and allocate tasks to the team.

Ensure presentation and visual merchandising (Display) of showroom as per the required standards.

Ensure Showroom is fully stocked with required stocks.

Ensure that all POP's are in place and pricing completed.

Follow up that customers are promptly attended to on arrival in the showroom.

Assist Sales Persons in closing the sale.

Carry out product discounting in conjunction with Orion guidelines.

Handle all customer care calls and respond to queries on email.

To take charge of completed admin process.

Process showroom orders received on a daily basis in liaison with credit control and updating the summary report.

Preparing feature cards and ensuring all POP processed and availed to sales people for any promotions.

Act as a reliever for the Cashier / Stores Supervisor / Acting manager to support whilst absent or on leave.

Any other duties assigned by the Manager as and when required.

Requirements

Qualification

A Minimum qualification of a Degree in Sales & Marketing, Public relations or Customer service or any business course is required.

Experience

At least 3 years' experience in sales or marketing customer care & administration representative from a service industry back ground and at least one year in a supervisory

capacity.

Excellent personal presentation and telephone etiquette.

Speaks and writes excellent English.

Proficient in relevant computer applications.

Key Skills:

Excellent people /customer service skills.

Excellent leadership skills

Excellent Report writing skills.

Excellent interpersonal skills.

Excellent communication skills both verbal and written.

Good problem analysis and solving skills.

Good listening skills.

Computer skills.

Good organizational skills.

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