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Sales Officer at Equity Bank Kenya

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Job Description

Equity Bank Limited (The "Bank") is incorporated, registered under the Kenyan Companies Act Cap and domiciled in Kenya. The address of the Bank's registered office is 9th Floor, Equity Centre, P.O. Box – Nairobi. The Bank is licensed under the Kenya Banking Act (Chapter), and continues to offer retail banking, microfinance and related services. The Bank has subsidiaries in Kenya, Uganda, South Sudan, Rwanda and Tanzania. Its shares are listed on the Nairobi Securities Exchange and Uganda Securities Exchange. Equity Bank was founded as Equity Building Society (EBS) in October and was originally a provider of mortgage financing for the majority of customers who fell into the low income population. The society's logo, a modest house with a brown roof, resonates with its target market and their determination to make small but steady gains toward a better life, seeking security and advancement of their dreams.

Key Overall Objective of the Position

The key overall objective of the Sales Officer is to achieve the EICS revenue and customer satisfaction goals by creating, managing and implementing sales strategy and operations.

Key Accountabilities

Achieving sales team goals and objectives.

Sales team staffing, training, morale, and motivation.

Maximizing referral sales from existing customers by creating a stellar customer experience.

Maximizing referral sales from a comprehensive Realtor referral program.

Timely sales and traffic reporting.

Providing market intelligence and ongoing competitive market analysis.

Ensuring high levels of customer satisfaction

Key Duties

Develop and maintain the annual strategic sales and marketing plan for Thika Greens Golf Estate Project and any other project

Prepare and manage the sales department budget including sales team compensation, training, sales incentive programs, sales centre and show project costs

Prepare and present sales and traffic reports

Manage the Purchase and Sale Agreement process with all Sales Agents.

Develop, implement and monitor the Realtor referral program in order to maximize referral sales.

Conduct regular competitive market analysis to ensure that the EICS is well-positioned against competitors

Create a mechanism to regularly obtain feedback from buyers and prospects via surveys, focus groups, and social events

Prepare buyer profiles, product and market information to enable product design during the predevelopment process

Minimum Qualifications

5 years of land and home sales leadership experience/Proven track record in sales

Strong written and verbal communication skills

Highly experienced in MS Office suite usage

University bachelor's degree

Suitable professional sales training and experience added advantage

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