



JOB DESCRIPTION

POSITION: Sales Officer

REPORTS TO: Chief Business Officer

LOCATION: Dar es salaam

Ubongo Learning is Africa's leading producer of kids' edutainment. As a non-profit social enterprise, we create fun, localised and multi-platform educational content that helps kids learn, and leverage their learning to change their lives. Ubongo reaches millions of families across Africa through accessible technologies like TV, radio and mobile phones. Our show's Ubongo Kids and Akili and Me currently air in 31 countries across Africa, in Swahili, English, French, and Kinyarwanda. We are currently adapting the shows to even more languages including Kikuyu, Luo, Yoruba, Hausa, Igbo, and Twi. This is a great time to join an organisation that's rapidly growing across the continent, and work with a creative and impact-driven team committed to reaching as many families in Africa with life-changing edutainment.

We are looking for a Sales Officer who will work collaboratively with our teams in Tanzania, South Africa, Kenya, Nigeria, and the US to drive and manage sales of our products. The ideal candidate must be extremely passionate about the work that we do with a 'can do' attitude, have integrity, business acumen, be organised and energetic.

Though, we don't just need a *do-er* but a *go-getter* as well; you must be willing to be challenged, think critically and creatively about the role that sales of our products have in Ubongo's continued expansion across the African continent and globally. People who work at Ubongo are passionate about education, kids, and making a difference. Whether you are an intern or a full-time employee we provide a work environment that is friendly, approachable and driven.

You are a good candidate if you have:

- Very organized and love spreadsheets and building processes
- Strong communication and analytical skills and are able to develop reports that outline current revenue and forecast the financial future of the organization
- A go-getter who is self-motivated and won't stop until a challenge is resolved
- A people person who cares about the experience of our customers
- Honesty and trustworthy



RESPONSIBILITIES

- Develop sales and expense reports for our products including books, ebooks, and merchandise.
- Coordinate sales efforts with team members and other departments while continuously improving the process through feedback
- Keep an inventory of stock of all merchandise both online and physically (books, DVDs, flashcards, t-shirts)
- Oversee sales, invoicing, and reporting on all merchandise and digital products. This includes in-person sales at the office, royalties collection from distribution partners (Mkuki na Nyota), and digital sales of apps, Shopify store, ebooks etc
- Create and share weekly sales reports with the Business and Operation/Finance Teams
- Manage all customer service inquiries via email, phone calls, WhatsApp texts, etc in a manner that's representative of Ubongo and its values
- Conduct quarterly customer service surveys and share insights and learnings with Business Team for implementation
- Support in the creation of new products from by gathering feedback from customers and ensure the feedback is integrated into the product.
- Work with marketing to ideate and strategize promotion strategies and campaigns for products.

REQUIREMENTS

- Have a Bachelor's degree in Business Administration, Sales Management, Marketing or relevant degree.
- Proven work experience as a sales representative
- Excellent knowledge of MS Office
- Familiarity with BRM and CRM practices along with ability to build productive business professional relationships
- Highly motivated and target driven with a proven track record in sales
- Excellent selling, communication and negotiation skills
- Project management, time management and organizational skills

[TO APPLY PLEASE FILL THIS FORM!](#)