

Mozambique Jobs Expertini®

Area Business Manager

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Company: Sun King

Location: Mozambique

Category: other-general

Location: **Nampula**

The team you would join:

The EasyBuy Direct Sales team is the market-facing arm of Sun King's pay-as-you-go (PAYG) direct-to-consumer sales business. The Easy Buy Direct Sales team recruits and manages the company's network of thousands of commission sales agents, called "Energy Officers", that promote and sell Sun King's PAYG solar solutions and provide customer ongoing service in their local territories.

Through the EasyBuy PAYG solar business model, customers can purchase a Sun King solar home solution by making a small down payment upfront and paying the remaining balance through a series of instalments over a pre-settled period of time.

About the role: The Area Business Manager will coordinate sales, collections and distribution operations in the area they are assigned for the direct distribution of Sun King Solar products sold on Pay-As-You-Basis (also called and recognised as "EasyBuy" Business unit) through a network of agents called "Energy Officer". The Area Business Manager is ultimately accountable for generating sales, ensuring timely and accurate collections and keeping the entire Direct Distribution growing rapidly in a sustainable manner. Department EasyBuy Direct Sales Employment Type Permanent - Full Time Location Mozambique Workplace type Onsite Reporting To Regional Business Manager

What you would be expected to do:

Hire & retain Energy Officers: Hire, train and maintain a team of at least 40 Sun King Energy Officers in the area. Use multiple avenues for finding the right talent to sell Sun King EasyBuy products with the help of village influencers such as the village heads, teachers, religious heads, doctors, farmers and others, as applicable. Create a reputation and goodwill for the mission of Sun King to provide clean, affordable and reliable source of energy in their areas.

Training of Energy Officers : Provide training to the Energy Officers on several aspects of the business, such as sales, collections, product, technical, inventory, and logistics. Ensure that they are fully supervised in the best professional manner, demonstrating the highest levels of integrity, ethics and professionalism while dealing with customers.

Provide role clarity to Energy Officers : Provide complete clarity to Energy Officers related to their day-to-day tasks, sales & collections plans, routes and targets. This includes ensuring Energy Officers have sales routes/area to sell in, they know on how to demonstrate and sell Sun King products, they have the confidence to be able to present and resolve basic customer queries on the spot and they have access to Area Business Manager at all times in case of questions and concerns.

Daily field visits: Have a weekly touchpoint with every Energy Officer in your area – either through in-person meetings, making a sale to the customer in your area or having a call. Resolve all possible issues the Energy Officers face and report them to your Regional Business Manager every week. Ensure that the first five sales of each Energy Officer are done, along with the Area Business Manager in the area, by each Energy Officer to ensure that each Energy Officer is fully aware of the core sales and collection process.

Work with Energy Officers: Conduct joint fieldwork with a group of Energy Officers to provide sales and collection training on a weekly basis and drive EO engagement. This includes doing night activations, market activations, visiting local communities and gatherings such as SACCOs, Self Help groups, retail centers and markets to make group sales.

Exceed your sales & collections targets : Meet or exceed sales and collection targets established on the 2nd of every month by your Regional Business Manager. Provide daily and weekly updates on sales, EO recruitments, Customer issues and resolutions in alignment with your Regional Business Manager.

Drive robust field sales processes : Review collection progress with your Energy Officers daily and provide adequate training to them on driving better collections in your areas. This includes, customer and area profiling, ensuring regular and timely collection follow-ups, resolving customer issues to ensure they make payments and ultimately repossessing the systems as a last recourse in case the customer defaults.

Remain externally focused Keep an eye on companies selling similar products within your area and ensure you take adequate measures to protect and grow our business from pressures. Pre-inform your management team and take measures to ensure Sun King remains a paramount brand name in Solar products for your area.

Resolve customer issues : Provide world-class customer service to your customers as it relates to product delivery, training on how to use and make payments, installation, after sales warranty issues. Ensure that you work with your Energy Officers to establish clear expectations and processes to resolve all customer issues within 24 hours.

Control Marketing & Other spend: Provide adequate marketing materials & equipment (such as smartphones) necessary to all your Energy Officers. Ensure we get maximum return on investment for all the costs we incur in areas of marketing, supply chain, store maintenance and smartphone issuance.

Review meetings with Energy Officers: Conduct weekly table meetings with Energy Officers and ensure that you have RBM present in those meetings to resolve any outstanding customers or EO issues. Coordinate, plan and organise the meeting to have maximum attendance and progress. Recognise outstanding performers from time to time and ensure the motivation of Energy Officers is maintained at an all-time high.

Grow Retail presence: Ensure the retail network in your Area grows with the help of an Area Retail Coordinator hired under you. Ensure all retail-related activities are followed per process, and the base of high-selling retailers grows exponentially within your area of operation.

You might be a strong candidate if you:

Hold a degree or diploma in a business-related field or have a minimum of four (4) years working in a field sales role in the FMCG, microfinance, banking or telecom industries.

Are passionate about working with rural consumers and resolving their issues.

Are process-oriented and able to work with limited supervision and manage the area.

Are a strong professional with great social skills to mentor the team to deliver on expectations.

Are comfortable working with MS Excel and PowerPoint tools.

Good communication skills, ability to build and manage large Field Sales Executives teams.

Can clearly and straight to the point communicate with fluency in both written and spoken English and Portuguese (knowledge of local languages of the region would be considered a plus).

Guided by the social mission to provide energy to consumers and employment to rural communities.

What we offer (in addition to compensation and statutory benefits):

A platform for professional growth in a rapidly expanding, high-impact sector.

Immerse in a collaborative culture, energized by Sun King's employees who are collectively motivated by fostering a transformative, sustainable venture.

A genuinely global environment: Engage and learn alongside a diverse group from varied geographies and backgrounds.

Tailored learning pathways through the Sun King Academy to elevate your leadership and managerial capabilities.

About Sun King

Sun King is the world's largest off-grid solar energy company with cutting-edge product design, pioneering fintech and a grassroots installation model that provides energy to the 1.8 billion consumers across Africa and Asia who lack access to reliable electricity. Founded in 2007, Sun King sets the gold standard for off-grid solar performance and design as part of its mission: powering access to brighter lives. Sun King's 2,500+ staff and 23,000 field agents serve 100 million product users based in 65 countries around the world. With direct-to-consumer sales active in 11 countries, Sun King is growing rapidly. Every month, we equip 330,000 homes and businesses with power and light. The needs of energy consumers in

Africa and Asia are diverse. From cost-effective and durable lamps to powerful home and business energy systems as well as modern entertainment and energy storage systems, Sun King's broad array of products unlock a higher quality of life. Whether devising safe and environmentally friendly electric-powered cookers or exploring the future of pay-as-you-go mobility and vehicles in Africa to concocting ever-more-powerful solar energy solutions, Sun King's technology team nurtures and devises scalable, inventive solutions to pressing global challenges. Sun King's innovative pay-as-you-go financing model dismantles the upfront cost burden that blocks low-income households from transitioning from polluting and harmful kerosene fuels and gas generators to clean, affordable and green solar energy. Sun King customers can purchase products using the company's technology-enabled, pay-as-you-go "Easy Buy" financing service, which breaks payments down into regular, affordable instalments. These payments can be made via mobile money for as little as \$0.15 a day. After one to two years of payments, customers own their solar equipment outright. Though united by a commitment to serving underserved off-grid families, Sun King comprises a broad, inclusive group of individuals working across 11 countries. Sun King's world-class roster of product designers, data scientists, logistics experts, customer service professionals, operations gurus and marketing and communications strategists work together to devise solutions to the complicated and multidimensional challenges of energy access, climate action and social inclusion. Across the diverse countries where we operate and work, we build awareness of diversity and promote equity. Sun King is committed to gender equality in the workplace. Women represent 47% of Sun King's workforce.

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