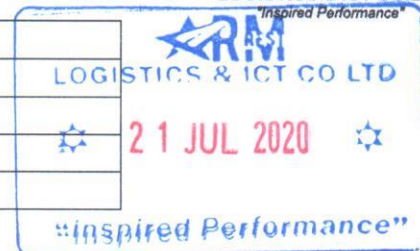


<b>Position Title</b>	Digital Marketing & Sales Officer (2)
<b>Location</b>	Juba - South Sudan
<b>Report to</b>	Chief Operations Officer
<b>Closing Date</b>	31 <sup>st</sup> July, 2020
<b>Start Date</b>	Asap



Armrest Logistics and ICT Company Limited/ (Armrest Group) was established as a multi commodity supplier and as a freight/ logistics 'solutions' providing company in South Sudan backed with ICT services. Based on the decisions of the company to diversify its areas of services' delivery, we have established this corporation in Kenya, South Sudan, Rwanda and now in the Democratic Republic of Congo in the Eastern town of Goma for easy facilitation of transactions, commodity and passenger travel.

Our traditional business model is based on the accomplishment of multi commodity supplies and logistics' solutions' provision in the East and central regions of African and much more importantly to the most remote areas of deep Africa as there is high need for commercial and humanitarian aid delivery in these areas.

We have successfully completed over 100 projects which included robust logistics in East Africa and south Sudan. We have dispensed Quality, general supplies, built data driven websites and e-commerce, custom data driven solutions development, agri-business development in crop, animal and poultry production road repairs, general supplies to several major humanitarian agencies and businesses within the region.

#### PURPOSE OF THE POSITION

The Digital Marketing & Sales Officer shall be mainly responsible for researching and developing various marketing strategies and flat forms for the company's products and services, implement marketing plans and works to meet sales quotas, track marketing and sales data hence identify areas of improvement for future investments of the company.

#### JOB DESCRIPTION FORM (DIGITAL MARKETING & SALES OFFICER)

1. Design and enhance both online and individual/ physical interaction marketing strategies so as to cover a wide customer audience
2. Design and prepare marketing campaigns and promotions
3. Evaluate competitor products and make pricing recommendations
4. Identify potential market for new products
5. Prepare sales brochures and displays to call public attention to the product
6. Plan interactions with customers and obtaining regular feedback for possible improvement
7. Meet individual earning targets set by the management
8. Provide/ improve product branding and packing for easy acceptance in the market
9. Maintain all relevant records for both the clients and the company for future reference
10. Filing and maintain documents up-to-date and keep record of all feedback received from clients
11. Managing sales information and a customer segment wise database
12. Conduct follow up with the clients, log and evaluate all service requests, customer suggestions and complaints and compile into a database
13. Delivering proposals and collecting letters from the client
14. Renew of company licenses and certificates on time
15. Send necessary reports in the absence of Sales and Marketing Manager
16. Coordination with Operations relating to site survey and collecting post and site instruction

17. Achieve targeted price increase and contribute on achieving assigned sales target
18. Analyzing customer issues as per feedback and passing it to the concerned functionary for necessary action and follow up on the same
19. Responding to emergency calls of clients and resolving issues
20. Readdress Customer complaint through preventive and corrective actions
21. Contribute in the formulation of systems and procedures to enhance customer satisfaction and loyalty
22. Carry out ad-hoc assignments as and when required by the management

#### SKILLS AND QUALIFICATIONS:

**Minimum Qualification;** Diploma in Digital Marketing, Business Administration, Resource Mobilization or a Related Field, 1 year full time experience in the same field with a fast growing company or institution, excellent command of the social media communication flat forms and latest Microsoft suit. Knowledge in graphics design and use of Adobe suit would be an added advantage.

**Skills;** Customer Service, Client Relationships, Interpersonal Communication, Marketing Strategies and Product Development Creativity, Financial Strategy, Data Tracking, Written and Verbal Communication, Organization, Planning, Research and Analysis, People Management and Leadership.

#### HOW TO APPLY;

Interested Candidates can submit a copy of their CV, cover letter accompanied by the relevant supporting documents by hand delivery to **ARMREST's Office in Munuki – Next to AADO** along Mia Saba road or via email through [recruitment@armrestgroup.com](mailto:recruitment@armrestgroup.com) before the 31<sup>st</sup> July, 2020.

#### NOTE;

ARMREST is an equal employer and therefore female candidates are highly encouraged to apply. For more information you can reach us on phone via **0920 492 284/ 0920 492 280** and due to the urgency, on spot sorting shall be done and the shortlist candidates might be contacted before the deadline.

