



P. O. Box 529, Songwe Industrial Area, Mbeya - Tanzania. Tel 255 25 2950006/0;
Website: www.lafarge.co.tz; Email: tz-info@lafarge.com.
ISO 9001:2015 Accredited Cement Company

20th June 2022

VACANCY ANNOUNCEMENT

Customer Relations Manager (1)

Lafarge Tanzania (Mbeya Cement Company Limited) a subsidiary of Holcim Group with its headquarters in Switzerland with operations in Africa, Europe, Asia and America. Holcim is the leading global company in innovative and sustainable building & construction solutions.

Lafarge Tanzania is seeking to recruit highly motivated **Customer Relations Manager**, to be based in **Mbeya Plant**, in a permanent employment contract.

Position Reporting To: **National Sales Manager**

1. Summary of Roles and Responsibilities

- a. Build effective communication channel among customer service, logistics and other internal department to improve overall effectiveness.
- b. Address and close all customer complaints timely to improve customer satisfaction rating.
- c. Promote continuous improvement in customer satisfactions especially in areas of order placement /feedback and delivery satisfactions.
- d. Conduct customer satisfaction survey and identify areas of improvement to all customers.
- e. Participate, propose and implement customer driven sales processes

2. Qualifications

Education: Bachelor degree in Business Administration, Marketing or other related field with minimum of five years' experience in the relevant field.

3. Technical Competencies /Additional skills:

- a) Good Communication skills both Swahili and English.
- b) In depth knowledge of local cement standards.
- c) Strong problem solving trouble shooting skills
- d) Team player

How to Apply:

Applicants are invited to submit their CVs and Cover letters to e-mail mcc.recruitments@lafarge.com indicating in the subject of the mail applicant's name and the position applied for.

Deadline for submission of the applications is 26th June 2022





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VACANCY ANNOUNCEMENT

Area Sales Manager (1)

Lafarge Tanzania (Mbeya Cement Company Limited) a subsidiary of Holcim Group with its headquarters in Switzerland with operations in Africa, Europe, Asia and America. Holcim is the leading global company in innovative and sustainable building & construction solutions.

Lafarge Tanzania is seeking to recruit highly motivated **Area Sales Manager**, to be based in **Njombe/Rukwa** in a permanent employment contract.

Position Reporting To: National Sales Manager

1. Summary of Roles and Responsibilities

- a. Plan and execute various initiatives to derive sales volume with the territory on a weekly basis. Map potential customers on the database for record keeping, understand the pipeline and seek to maintain the existing and seek more new customers.
- b. Conduct and aggregate market intelligence to identify market trends, economic activities for the purpose of determining and capitalizing on unfolding opportunities and challenges.
- c. Develop and manage effective customer relationship including other stakeholders within the territory. Provide on the ground support to commercial team, distributors and retailers to improve sales performance.
- d. Collaborate with other sales team members to maximize cross selling opportunities adding value to customer offer proposal preparations and presentations.
- e. Generate both on demand and standard reports weekly, monthly, semi & annual to inform decision making.
- f. Monitor route to market and related logistics to ensure smooth and timely delivery of customer's orders.

2. Qualifications

Education: Bachelor degree in Business Administration, Marketing or other related field with minimum of five years' experience in the relevant field.

3. Technical Competencies /Additional skills:

- a) Business data/information analysis and reporting;
- b) Business acumen-Commercially Savvy;
- c) Customer Relations Management and Market Intelligence with strategic thinking;
- d) Sales and Distribution with product knowledge- branding, pricing, product mix, production and quality control.

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