

JOB DESCRIPTION		GRADE
1. JOB TITLE	Lubricants Sales Engineer-Nairobi	
2. DEADLINE OF APPLICATION	OPEN	
3. EMAIL TO APPLY	Maureen.hoyet@beenergy.co or Jacob .mwendwa@beenergy.co	
3. TARGET REPORTING DATE	TBA	
4. REPORTS DIRECT TO:	LUBRICANTS MANAGER	
RECRUITMENT PROCESS	<ul style="list-style-type: none"> - ALLOW LINE TO SOURCE FROM THE MARKET. THIS IS MIDDLE MANAGEMENT ROLE WITH SPECIFIC REQUIREMENT THAT MAY NOT NECESSARILY REQUIRE BROAD BASED ADVERTISEMENT AND RECRUITMENT DRIVE. THE SUCCESSFULL CANDIDATE WILL BE REQUIRED TO HAVE STRONG TECHNICAL AND COMMERCIAL SKILLS AS WELL AS TRAVEL BROADLY ACROSS THE COUNTRY. 	
5. JOB PURPOSE	<ul style="list-style-type: none"> → Sale of Lubricants through new and existing channels. → Ensure that deliveries are made on time and in full within customer promised timelines → Ensure that all sales made to his/her accounts are accounted for through proper documentation (LPOs, Delivery notes, statements and invoices) → Handle all routine operational issues as a customer interface person. → Assist in debt collection and account management of existing account 	
6. KEY RESPONSIBILITIES	<ul style="list-style-type: none"> → Manage and generating new business → Meet team and individual KPIs as set by the Sales Manager → Plan customer calls and visits to provide the appropriate level of service to existing and new customers with a focus on retaining/expanding existing business relationships. → Understand the activity, business and needs of customers, provide sound information and advice on products and services, and to sell and negotiate win-win solutions with customers. → Plan, monitor and achieve individual and team sales targets (e.g. margin, growth, named customer CVP, and trade debtor target.) → Develop, update, maintain, and communicate the Account Plan → For new and existing customers, define and regularly review relevant customer relationship, behavioural and differentiated services banding and their sales & marketing plan. → Review & plan customer business, products, service packages, contracts, prices, credit terms, credit limits and debt. → Carry out negotiations with customers, preparing quotations and proposals and agree on all operational requirements (including: price, contract, payment terms and services). → Solving customer problems and offering workable solutions → Providing training and producing support material for the retail team → Making technical presentations and demonstrating how a product will meet client needs 	

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	<ul style="list-style-type: none"> → Ensure all service providers carry out the agreed terms. → Be accountable for own development plan to continuously improve competencies
<p>7. KEY COMPETENCES</p>	<ul style="list-style-type: none"> → Selling and Negotiating - Uses clear value led selling steps to making a win/win sale, face to face or over the telephone, to develop existing customer/trade partner's business, with help as required. Demonstrates the ability to convert new business, with help as required → Delivers Results - Understands key personal and team indicators e.g. KPIs, scorecards, objectives and targets and how they are measured and rewarded against those. Accepts accountability for performance delivery and results. Monitors personal performance against plan and seeks advice on any remedial action necessary. → Market Awareness - Demonstrates an awareness of competitor/non conventional competitors, strengths and weaknesses and how to respond to these. With guidance understands the importance, and works to create, opportunities and networks that increase awareness for Shell in the market. Understands and is able to respond positively, with support, to market changes and opportunities, in respect of sales and marketing strategies
<p>8. KNOW HOW AND EXPERIENCE</p>	<ul style="list-style-type: none"> → Degree in a Technical or Business-related field with a minimum of 5 years sales experience in front line sales role → Strong B2B background in oil industry a KEY advantage → Valid driving Licence → Able to demonstrate the required competencies listed above. → Good working knowledge of the customer's operations, general trading terms, sales processes and documentation → Working knowledge of Microsoft office
<p>9. DIMENSIONS/ ACCOUNTABILITY</p>	<ul style="list-style-type: none"> → Number of Customers to handle = Not limited → Volumetric: = 25 m3/Month. → Total Gross Margin = Kes 2 million → Team size = NA → Geography = Nairobi and Western Kenya
	<ul style="list-style-type: none"> →