

Regional Business Executive - Katavi

Requisition ID: 30818

Location:

TZ

Job Title: Regional Business Executive

Department: Business

Reporting line: Zonal Business Manager

Location: Katavi

Job Grade: 12

About ENGIE Energy Access

ENGIE Energy Access is the leading Pay-As-You-Go (PAYGo) and mini-grids solutions provider in Africa. The company develops innovative, off-grid solar solutions for homes, public services, and businesses, enabling customers and distribution partners access to clean, affordable energy. The PAYGO solar home systems are financed through affordable installments from \$0.19 per day and the mini-grids foster economic development by enabling electrical productive use and triggering business opportunities for entrepreneurs in rural communities. With over 1,800 employees, operations in nine countries across Africa (Benin, Côte d'Ivoire, Kenya, Mozambique, Nigeria, Rwanda, Tanzania, Uganda, and Zambia), over 1.9 million customers, and more than 9 million lives impacted so far, ENGIE Energy Access aims to impact 20 million lives across Africa by 2025.

Job Purpose

Responsible for leading and managing a team of Acquisition & Collection Agents, Installation Technicians, Dual Contractors, and their customers – responsible for the full customer cycle i.e., Acquisition, Collect, Recover, Maintain, and Fulfil.

Responsibilities

- **Business Management**

- Develop and implement the acquisition operational strategies within the allocated Region, as well as align with the Region acquisition targets.
- Organizing acquisition activities and functions in the field to achieve targets, revenues, and desired quality of acquisition.
- On-time and high-quality system installations at the customers' premises or any other location as directed by ENGIE Mobisol.
- Train Acquisition Agents, Dual Contractors, Collection Agents, Installation Technicians, Maintenance Technicians, and in applicable policies, guidelines, processes, and procedures.
- Organizing and facilitating regular team meetings according to guidelines provided by Zonal Business Manager standards.
- Mentoring each Acquisition Agent, Installation Technician, Maintenance Technician, and Dual Contractor to enhance operational performance, motivation, and engagement.

- Training and coaching of Acquisition Agents on topics including pitching, acquisition conversation, negotiations, closing, and building of strong and long-lasting relationships with customers.
- **Stock Management and Coordination (this applies to the MySolShop and 3PDs assigned to your Area):**
 - Provide weekly, monthly, and quarterly shop inventory status reports to the Inventory and Logistics teams.
 - Conduct monthly, quarterly, and End-of-Year physical stock audits (stock-taking) for the shop and/or 3PDs.
 - Responsible and accountable for the stock (New, Repossessed, Returns, Spare parts, and Demos) in the shops and/or the 3PDs.
 - Responsible and accountable for stock losses in the shops and/or 3PDs and for the recovery of the stock losses.
 - Adhere to and abide by the Asset Management and HSE policies of ENGIE Energy Access Tanzania.
- **Managing Installation Technicians and MINTs**
 - Coordinate Installation Technicians and Maintenance technicians to ensure systems are installed and maintained.
 - Support recruitment of new Installation and maintenance technicians in the acquisition Region.
 - Prepare the monthly installation monitoring report for the Zonal Service Coordinator
 - Review Control monthly commission payments and payroll follow up on faulty installations and inform Finance Department about deductions.
 - Ensure repossessions are aligned and coordinated effectively and efficiently with focus to both customer and business profitability
 - Identify the need for and recruit new contractors with support from Service Network Team Leader
 - Responsible for disciplinary for installations and maintenance technicians
- **Portfolio Monitoring:**
 - Gathering benchmark data for assessment purpose and analysis of causes of portfolio deterioration.
 - Conduct initial assessment to establish the applicant's character to eliminate the risk of default.
 - Managing assigned portfolio by attending work-out categories that should be applied to customers in late repayment such as recovery, extension of grace period, rescheduling, or repossession.
 - Providing regular portfolio, compliance and routing report to the Supervisor as required
 - Ensure remedial action is taken when required to keep performance in line with business objectives.
 - Completing assigned tasks in line with applicable policies, guidelines, processes, and procedures.

- Review and update credit and loan files.
 - Weekly planning and conducting field visits to undertake loan workout activities such as recovery, rescheduling or repossession and further find out why customers are not repaying and advise them on repayment options.
 - Handle customer complaints and take appropriate action to resolve them.
 - Follow up and solving all difficult cases that may involve missing customers, theft, forgery etc.
 - Informing and reporting to ZBM about weekly routing, field visits, and difficult customer cases which need either in-depth negotiation or legal measures.
- **Subordinates Effectiveness:**
 - Managing the daily work and activities of shop acquisition and collection agents.
 - Deal with complex scenarios that may occur at the shop such theft, fire, violence etc.
 - Participating in the recruitment of new acquisition and collection agents and training of new and agents.
 - Conduct periodic performance review of acquisition and collection agents.
- **Other**
 - Ensure Health, safety and environmental standards are adhered to, through Zonal Service Coordinators.
 - Undertaking any other duties which may be assigned by the Supervisor.

At EEA, we have high expectations for our managers. Each manager plays a key role in creating an exceptional experience not only for our customers but for every person on our team. Our managers help EEA realize our ambitious goals while developing their own leadership skills and facilitating growth for their direct reports.

We believe that great managers:

- **Deliver ambitious results:** As a high-performing and accountable leader, you create an enabling environment for effective action and bold decision which contribute to successful delivery of results.
- **Act with integrity:** As an ethical leader you are honest, respectful, objective, and transparent. You create and build upon a foundation of trust and openness.
- **Inspire and mentor the team:** As an inspirational leader you walk the talk. You empower and coach your team with trust and humility.
- **Are accessible:** as an accessible leader, you develop and maintain deep connections with stakeholders through approachability and active listening.
- **Ensure diversity and inclusion:** as an inclusive leader, you ensure diversity and foster a sense of belonging.

Key Accountabilities:

1. Acquisition
2. Collections
3. Active Customers (Portfolio) Management
4. Customer Retention and Churn Management
5. Hub Profit & Loss Management

Knowledge and Skills

Experience

- 2+ years of relevant sales and operational management experience in a medium sized company
- Previous experience in a managerial position is an added advantage.
- Experience in Customer Relationship Management
- Previous experience in Credit Management activities/roles

Qualifications

- Degree and/or experience in Sales and marketing, Business Administration, Microfinance or its equivalent.
- Ability and passion for coaching and training.
- Strong ability in planning and organization.
- Excellent Verbal communication skills with customer focus.
- Willing to travel/be assigned to work in any geographic area in Tanzania.

Language(s):

- Fluency in Swahili and English languages with excellent verbal communication skills.

Technology:

- Experience in using Microsoft applications, computer, and smartphone literate.

We thank all applicants for their interest, however, due to the large volume of applications we receive, only shortlisted candidates will be contacted.

ENGIE is an equal-opportunity employer, promoting diversity, and is committed to creating an inclusive environment for all. All applications are screened based on business needs, job requirements, and individual qualifications, without any regard to origin, age, name, sexual identity, orientation or preference, religion, marital status, health, disability, political opinions, union involvement, or citizenship. Our differences are our strengths!

Business Unit: GBU Flexible Gen & Retail

Division: Energy Access

Legal Entity: ENGIE MOBISOL UK Ltd, Tanzania Branch

Contract Type: Fixed-Term

Job Type: Full - Time

Professional Experience: Junior (experience < 3 years)

Education Level: Bachelor's Degree

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