



## JOB DESCRIPTION

<b>Position Title</b>	Sales Channel Acquisition Support	<b>Proposed Job Level</b>	Officer
<b>Location</b>	Kigali, Rwanda	<b>Business Unit / Function Department</b>	Sales & Distribution
<b>Written By</b>	HR	<b>Administrative Reporting to:</b>	Operations Manager
<b>Approved by:</b>		<b>Functional Reporting to:</b>	

### 1. JOB PURPOSE

To Lead and Manage the Channel Sales support section within Sales & Distribution Department, Oversee all Channel acquisition activities, Sales Analysis and Sales Administration.

### 2. KEY ACCOUNTABILITIES

Expected End Results:	Supporting Activities:
1. Sales Channel Acquisition onboarding	<ul style="list-style-type: none"> <li>▪ Providing KYC and Swap access to acquisition channel</li> <li>▪ Creation of New AM Agents</li> <li>▪ Follow up on all stakeholders on KYC related issues</li> <li>▪ AM Agents KYC management</li> <li>▪ Outlets acquisition, Motivation and Retention.</li> </ul>
2. Dealer & Kiosks, AMBs & Agents platforms support + Daily operations & Profitability	<ul style="list-style-type: none"> <li>• Support on partners operations in USDM</li> <li>• Bsoft issues support to allow faster onboarding of new AM Agents</li> <li>• Agents PIN resets support</li> <li>• AMBs &amp; Kiosks daily transactions monitoring reports.</li> </ul>
3. KYC platform coordination + KYC devices performance monitoring & reporting	<ul style="list-style-type: none"> <li>• Process and test all the new features of the platform (UAT, etc)</li> <li>• KYC Devices reporting district wise, zone wise, daily, weekly, monthly.</li> </ul>
4. Channel Acquisition & Growth Report	<ul style="list-style-type: none"> <li>• MD – Agents mapping tracker</li> <li>• MH – SSO/Kiosks/KYC Agents mapping tracker</li> <li>• Channel wise Gross add performance reports(daily)</li> <li>• District wise channel growth reports (new and existing SSOs per MHs, New and existing AM Agents per MDs)</li> <li>• MH &amp; MD daily, weekly and monthly performance report.</li> </ul>

**Demonstrated Key competencies**

*This section requires an overview of the skills, education and experience required to do the job at a satisfactory level. It is not a list of the job holder's qualification.*

Skills critical to the role:

- Self-motivated with high energy levels, a sense of urgency, empathetic, able to demonstrate a drive for results within tight deadlines
- Good business acumen – very high analytical skills.
- Strong troubleshooting and problem-solving skills. Should be able to think on their feet and provide timely solutions with ability to follow up issues till closure.
- Excellent interpersonal skills and decision-making ability + Team player.

**Educational Level & working experience must have:**

- A university bachelor's degree in business administration with Information Technology OR a Business administration related degree with good experience with ICT tools.
- Very good IT skills (MS Excel, SQL, Microsoft office tools)
- At least one year work experience in Telecom or FMCG or Mobile Financial Services.

**3. APPROVAL**

Job Holder's signature	
Line Manager's signature	