



Work for a vibrant and fast-growing social impact company

Position: Franchise Development Officer (FDO)
Reports to: Senior Franchisee Development Officer
Work place: Southern Province
Contract Type: Full time
Start date: As Soon As Possible

Position Summary

Jibu is looking for a Franchise Development Officer who will be responsible for the performance of all franchisees within his/her cohort (southern province ; including but not limited to franchise volumes sold and product portfolio development, franchise profitability, compliance with Jibu standards. Furthermore the FDO is responsible for all support requests from the Franchisee to JibuCo and has to achieve a quick turnaround time for all tickets.

Details of Responsibilities

Sales Growth:

Achieving growth and hitting sales targets by successfully leading:

- Reseller recruitment & management
- Sales & marketing execution
- Promotions & Activations Coordination

Franchise Performance:

Ensure high performance of all Franchises in the cohort to

- Achieve of monthly sales targets for water and LPG
- Consistent volume growth
- High territory penetration
- Growing retailer network
- Ensure due and timely payment of all bills (and arrears)
- Profitability
- Performance reporting and analysis

Franchise Audit & Compliance

Supervise and monitor the Franchisee and their staff to ensure compliance with all Jibu Pillars and Standards, but especially:

- Customer Experience requirements
- Production and Quality Standards
- Territory guidelines
- Price compliance
- other Brand critical compliance (e.g. Taxation and Regulation)



JOB OPPORTUNITY – FRANCHISE DEVELOPMENT OFFICER

Franchise issue resolutions

- Develop strong relationships with Jibu franchisees and a deep understanding of their challenges and strengths
- Frequent contact with all Franchisees in the cohort and timely and effective problem solving and full closure of all support requests

Franchisee engagement and coaching

- Participate in training and development of Franchisees and their support staff
- Plan and manage reports and evaluations between Jibuco and Franchisees
- Conduct regular audits of franchises to ensure adherence to Jibu standards

Team engagement and company growth

- Be a supportive, dynamic and flexible team member
- Do not wait to be assigned for a task but hunt for opportunities to bring improvements and support others
- Be honest, reliable and dedicated
- Bring the energy and stamina to go far with Jibu and join us in building a unique success story

Job Qualifications

Minimum Experience Requirements:

- Previous experience working in sales and marketing disciplines.
- Account relationship manager or a track record of managing client relationships
- Strong project management and operations skills
- Must be proven as reliable, consistent, performance driven
- Accustomed to working against and achieving targets

Preferred Experience Requirements:

- Franchise experience a plus
- Experience working a multi-unit business environment a plus
- Experience working in a social enterprise or a startup is a plus

Personality Type

We do not look for long CVs, we look for a candidate with the right attitude, hunger for success and talent.

- A self-starter and initiator with an intrinsic motivation to perform
- Highly motivated to *Get Things Done* in an autonomous an independent matter
- Strong entrepreneurial and business instincts
- Proficiency with Microsoft Office suite including Excel, Word and Powerpoint
- Perfect written and spoken English and knowledge
- Motivated to leverage intelligent design for scalable impact
- People and social skills to maneuver difficult conversations, negotiate with business partners
- Able to represent the Jibu Brand and comfortably communicate decisions from managements to the franchise network

To Apply

Apply using this [LINK](#) to fill out the application form.