



### Job details

Job Title: Business Development Executive - Export

Department/Office: Commercial

Supervisor/Manager Title: Sales Executive - Export

Salary: Kshs. 100,000.00-150,000.00

Positions reporting to this job: N/A

### Job Purpose

The purpose of this role is to support the company in achieving target growth by driving export sales in assigned markets through liaison with internal and external stakeholders to deliver quality products that meet customer demands and expectations while ensuring great customer satisfaction.

### Responsibilities and Accountabilities

- 1) Research:
  - a) Gather information from various sources
  - b) Interpreting the data in order to reach a conclusion and benefit the business
  - c) Confirm, advise and communicate price changes to clients
- 2) Acquire foreign customers: Developing a plan for acquiring export business through lead generation and management
- 3) Export Document Management: Managing documentation records in liaison with custom government agencies to ensure all requirements are in place
- 4) Coordinate the physical movement of products across borders by ensuring proper customs documentation
- 5) Provide customer support:
  - a) Developing existing clients by supporting them through meetings
  - b) Ensure products are exhibited & properly documented to avoid clients being double taxed
  - c) Ensuring product visibility in the respective countries to drive customer demand and drive great customer experience.

### Key Performance Indicators

- Research reports
- Evidence of proposals and recommendations from research
- Number of new clients acquired
- Retention Rate for Existing Clients
- Achieve Value & Volume of sales target per period
- Achieve shipping timelines (delivery & processing) 100%
- Order Accuracy 100%
- Driving customer satisfaction & managing complaints

### Minimum Requirements-*State the academic and professional qualifications and work experience*

- Diploma in Sales, Marketing, Logistics Management or an equivalent
- Minimum 3 years' experience in sales with an export bias.
- Chartered Institute of Logistics & Transport CILT is desirable

### Competencies and Attributes

1. **Planning and Coordination skills:** - Able to prioritize & manage tasks resources to meet set deadlines and achieve MMI goals
2. **Communication skills:** - Receive and process information from different MMI stakeholders and give the appropriate feedback accordingly for faster decision-making and action within and without MMI
3. **Interpersonal skills:** - able to effectively communicate and interact well with people
4. **Attention to detail:** - Able to research, receive and review information relevant to MMI and its business in order to facilitate informed decision-making
5. **Negotiation skills:** - Able to initiate and sustain strategic discussions which are able to resolves issues which are acceptable to both or all parties but to the benefit of MMI
6. **Persuasion skills:** - Able to appeal and influence others mentally and emotionally so as to believe and agree with an idea, attitude or action for the benefit of MMI
7. **Stakeholder Management:** - Capable of maintaining good and amicable relationships with the people and organizations that have most impact at MMI and its business

### Consequence of Error

- Delayed delivery occasioned by unforeseen issues in the export logistics, natural disasters
- Losses in sales caused by sudden fluctuations in exchange rates

### Relationships and working contacts

**Internal Stakeholders:** Commercial staff, Distribution, Logistics and Operations dept., Finance dept., Production Dept., and Quality Department

**External Stakeholders:** Clearing & Forwarding agencies, KRA, Customs Department, Service providers, customers, government agencies and the regulators

### Work Environment

Office setup with occasional trips to the field

### How to Apply;

1. Qualified candidates should send their CV's quoting relevant skills, qualifications and experience to [careers@melvinstea.com](mailto:careers@melvinstea.com).
2. Interviews will be done on a rolling basis until the position is filled.
3. Only the shortlisted candidates will be contacted.