



Airtel Tanzania PLC is one of the leading providers of telecommunications and mobile money services with operations across Tanzania. Headquartered in Dar es Salaam, Airtel Tanzania ranks amongst the top 3 mobile services providers in Tanzania in terms of subscribers. Airtel Tanzania offers an integrated suite of telecommunications solutions to its subscribers, including mobile voice , data services as well as mobile money services both nationally and internationally. Airtel Tanzania aims to continue providing a simple and intuitive customer experience through streamlined customer journeys.

Airtel Tanzania PLC was launched in October 2001 and is Tanzania's most innovative mobile phone operator, which has introduced many "firsts" in the telecommunications sector.

1. **JOB TITLE: MIS & Reporting Executive**

Airtel Tanzania PLC is looking for a suitable candidate for the **MIS & Reporting Executive** Position under **Marketing** Department.

Responsibilities

1. Report generation/preparation;
 - Overall BI management, Reports loading/logic validation, report automation and table updates.
 - Develop and/or update Marketing standards reports
 - Ensure accuracy and completeness of data generated from Business Intelligence System (BI).
 - Marketing spoc for MIS related issues on behalf of Revenue Planning Manager
 - Produce monthly Marketing Reporting dashboard and publish for users

2. SQL.

- Comprehend business logic and use of SQL guidelines and procedures for accurate data generation/mining.
- Coach colleagues in using basic SQL

3. Site master & NDC updation in BI

- Keep track of all changes happening in the market that requires BI parameters update. i.e new NDC
- Work with network to ensure the right site/cell nomenclature and update site Geographic master

4. Count, Value and Revenue Planning

- Provide data input for revenue
- Provide input for product validation
- Perform tracking (daily/weekly/monthly)
- Provide input for Revenue trending and analysis

Any other duties as assigned by Revenue Planning Manager

Educational Qualification, Experience & Competencies

Education and Certification:

Must Have:

- Bachelor's degree in Information Technology, Computer Science/Engineering or any relevant degree.
- Added value
- Certified in SQL Language
- Certification in Oracle

Work Experience

Must have:

- Minimum of 3 years' experience in Information Technology
- Experience of Telecommunication Industry.

- Able to operate in a performance driven organization

Skills and Competencies

- Able to operate in a performance driven organization
- Good organizational and teamwork skills
- Self-motivated, enthusiastic, energetic
- Attention to detail
- Confident, assertive with good negotiation skills
- Excellent time Management Skills
- Customer-centric

APPLY HERE

2. JOB TITLE: Key Account Manager - Government

Airtel Tanzania PLC is looking for a suitable candidate for the **Key Account Manager - Government Position** to be based in **Dodoma** Position under Enterprise Department. The position reports to the Head of Corporate Sales.

Job Purpose

To Acquire quality business customers to contribute towards the Organisation's acquisition targets for Gross Adds – Voice (postpaid/Manual top)/ Data – Fixed and mobile. Acquisitions from competition and new entrants in the market.

Key Responsibilities

1. Grow Revenue;

Push the acquisition of new Business from the Government sector

- Increase Public / Government accounts revenue by 30% year on year through farming and hunting
- Maintain Government accounts revenue contribution to the entire Business Enterprise at 40%

2.Capture Businesses from Competition/ new entrants in the market;

- Establish an evolving target list of organizations not in Airtel Tanzania's books – new entrants or from competitors
- Plan Effective and Call Plans
- Understand the needs of the prospective customers
- Create and do sales presentations to match company's products/services with identified needs
- Provide solutions to products/services through face to face contact
- Write and follow up on Tenders and proposals.
- Knowledgeable of Airtel Tanzania's products/services to facilitate sales efforts
- Maintains sales records and prepares sales reports

3.Increase share of wallet;

- Maximising the number of products and services sold to the existing by introducing solutions
- Alerts client to new or improved product/services
- Contacts and visits existing customers to determine needs

4.Minimize debts;

- Work with contact person and proactively keep the account debts to a minimum.
- Be innovative

5.Minimize churn at account level;

- Suggest products and or services to be developed with marketing department.
- Determine ways to differentiate from competitors
- Work with management to identify up sell opportunities
- Maintain a regular schedule of contact
- Cement relationship with clients
- Assist marketing with design and promotional strategies

6.Managing Key Accounts;

- Develop, implement and control account development plans to maximize new and repeat sales from the accounts
- Develop sound business relationships with Corporate client organizations, representing the company as a professional, quality organization, in order to maximize awareness and use of our service
- Ensure that all customer information is entered accurately and in a timely fashion on to the selected Airtel customer database

7.Customer Retention;

- To achieve agreed retention targets within an existing Government sector account portfolio.
- To work very closely with internal teams offering guidance and insight to establish the best solution for the customer which is in line with Airtel capabilities
- To be the central point of contact for all Government Sector Account sales related issue within the customer portfolio and the conduit for customer communication for all other service related situations.

Educational Qualification, Experience & Competencies

Education and Certification:

Must Have:

- University degree in business, sales, marketing or equivalent qualification.
- MBA is an added advantage

Work Experience

Must have:

- 5-7 years' experience on managing corporate business in Telecoms & banking Industry
- IT literacy
- Hands-on and able to operate in a performance-driven organization
- Good Analytical Skills
- Excellent Negotiation skills

Skills and Competencies

- Able to operate in a performance driven organization
- Good organizational and teamwork skills
- Self-motivated, enthusiastic, energetic
- Attention to detail
- Confident, assertive with good negotiation skills
- Excellent time Management Skills
- Customer-centric

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The deadline for the Application is August 25th, 2023.

Only shortlisted candidates will be contacted.

We are an equal opportunity employer and value diversity. We therefore do not discriminate against applicants on the basis of, among others, their race, disability, their race, disability, religion or gender. All employment opportunities are decided on the basis of qualifications, merit and business need