



Mobenzi

Sales & Retention Manager

Client Services – Cape Town, Western Cape

Benefits: Catered lunch. Parking / public transport incentive. Negotiable study-leave allowance.

Start Date: ASAP

About Mobenzi

We envision a world where technology is leveraged to its full potential in achieving an equitable and sustainable society. We strive to empower organisations with appropriate technology and knowledge to measure and maximise their impact in under-served communities.

We offer a dynamic, relaxed but professional working environment. We value learning and ideas above status and seniority and encourage personal development. Our diverse team is united by our shared vision to deliver significant impact through technology.

About the role

The Sales & Retention Manager will lead customer acquisition and revenue growth and serve as a member of EXCO. The Sales & Retention Manager will report directly to the CEO.

Description and responsibilities

1. Business development & account management for Enterprise customers - 40%

- Represent Mobenzi and build networks at conferences, exhibitions and industry events
- Deliver compelling presentations, product demonstrations and feature tours to convey Mobenzi value proposition to potential Enterprise customers
- Proactively identify potential customers and formulate and execute detailed sales plan to build deal pipeline
- Manage end-to-end deal flow for Enterprise deals
- Nurture high quality, productive relationships with key stakeholders and decision-makers for existing and acquired Enterprise accounts
- Ensure high levels of customer satisfaction, usage and retention among Enterprise accounts

2. Sales & Retention division leadership - 30%

- Responsible for overall performance of Sales & Retention division
- Cascade and execute Sales & Retention strategic objectives
- Mentor, develop and drive performance of direct reports
- Recruit and onboard new sales and account management executives to support growth

3. EXCO responsibilities (Sales & Retention) - 20%

- Contribute to monthly EXCO meetings, quarterly and annual strategic feedback and planning sessions
- Budgeting for, execution of and reporting on objectives for Sales & Retention division

4. Marketing support - 10%

- Work with marketing team to plan and execute marketing initiatives and align with sales strategy

Candidate requirements

- At least 5 years of software sales and/or account management experience with proven track record of success
- At least 5 years of sales team management experience
- Tertiary-level qualification with solid academic record
- Excellent verbal and written communication and presentation skills
- High degree of computer literacy
- Outstanding interpersonal skills
- Passion for technology
- Driver's license and own transport, valid passport
- South African work visa (if not South African citizen)
- Logical and critical thinking skills
- Willingness to travel routinely (nationally and internationally)

Advantageous

- Experience in Non-Profit / NGO / Development sector
- Experience in Monitoring & Evaluation and/or Research sector
- B2B SaaS sales and/or account management experience
- EXCO-level experience