



Job Description

Mango Tree Company Profile:

More than ten years ago, a former Peace Corps volunteer and primary school teacher began developing educational materials side-by-side with Ugandan teachers to make learning more fun and interactive. More than a decade later, Mango Tree is a fast-growing, employee-owned Ugandan company that takes pride in empowering African communities by delivering high quality, locally appropriate educational tools in fields as diverse as agriculture, health and primary education. Now Mango Tree is looking for an:

ACCOUNT REPRESENTATIVE

Job Overview:

As a small company with quality and customer satisfaction as its key to success, Mango Tree puts high demands on its employees to add real value to the company. People that are up to this challenge and prove themselves will find an inspiring work environment where they have both the freedom and support to achieve their professional goals.

As account representative your ability to network and search for new customers is key. You must also analyze problems and translate them into full project proposals with complete budgets and timelines. Customer satisfaction is crucial and as such you will guide any customer communication through the course of the project.

As the account representative your key responsibilities are:

1. Bringing in new clients by:
 - a. Attending NGO functions, such as cluster meetings and exhibitions
 - b. Being aware of the focus and needs of the different NGOs you monitor, as well as their key decision makers and decision making processes
 - c. Gathering information on new projects and funding coming into Uganda and pro-actively approaching organizations that may receive funding
 - d. Determining what products and services can attract organizations' interest
 - e. Conducting office sales
2. Ensuring clients purchase Mango Tree products and services by
 - a. Facilitating the process from the first contact to signing of the contract
 - b. Writing project briefs, including timelines and budgets, in close cooperation with other departments and clients' technical staff
 - c. Assuring that the needs of customers' finance and procurement departments are considered
 - d. Clearly communicating Mango Tree's capacities in terms of resources, timelines and terms and conditions while showing flexibility in solving conflicts
 - e. Developing and corresponding on invoices, including proper administrative handling and archiving
3. Safeguarding customer satisfaction by
 - a. Assuring clear communication throughout the running of a project
 - b. Fulfilling the needs of the different departments of your customer



Mango Tree

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- c. Actively monitoring progress of the project and being available in case intermediation is needed
- d. Explaining Mango Tree processes to clients and how customer decisions can effect the quality of the end deliverable
- e. Managing projects as needed

The ideal applicant:

- Has worked with NGOs to develop or implement awareness or behavior change campaigns
- Has strong written and oral communication skills
- Is able to build long-term relationships at the program, finance and procurement levels in target organizations
- Is able to network with organizations and work with multiple partners (MoES, NGOs, etc.)
- Is strong with numbers and well-versed in Microsoft Office, particularly Excel and database systems (knowledge of other programs is a plus)
- Is analytical and solution oriented
- Is a strong leader
- Is honest and open both in assessing his/her own capabilities and in giving feedback to others
- Is self-motivated and able to work with minimal supervision yet also able to work collaboratively with staff and clients
- Can adapt, learn and work quickly under stress
- Can plan well and meet deadlines and quality expectations
- Can think both strategically and creatively
- Can follow through to get jobs done
- Is comfortable with local and regional travel

Compensation:

Mango Tree provides a competitive local salary.

How to apply:

If you are up to the challenge and fit the job description please send your CV (maximum 2 pages) and cover letter (maximum 1 page) by e-mail to work@mangotreeuganda.org by 3 January 2012.

If you are selected to the second round, a group assignment and an individual exercise testing your capabilities, including in Microsoft Excel and Word, will take place.