



JOB PROFILE – RETAIL SALES MANAGER

Country: Albania

Location: Tirana

1. Overall description of the company

A place where change means opportunity for progress and innovation. A place where people with the ambition for peak performance can go beyond what is today and create what is tomorrow.

Work and grow with Telekom Albania!

2. Purpose of the Position

Assigned to manage the Retail Sales Department's activity for the achievement of its business goals and objectives through the provision of a competitive, high quality, added value service delivering customer satisfaction. Enhance company sales while in pursuit of company objectives following determined group goals.

3. Key responsibilities

- Initiating the development of the Retail Sales strategy that enables the company to achieve its corporate objectives and implements them accordingly.
- Leading Retail Sales Department for the implementation of company approved initiatives and programs.
- Responsible for managing and guiding the Retail Sales Department for sales execution and reaching the department objectives, focusing in business profitability, revenue growth, sustainability, customer services and stakeholders' satisfaction.
- Developing the long-term sales plan and designing the distribution channels and monitoring the efficiency of Own network, Direct Agents, Distribution Partners according to the overall sales plan and objectives.
- Building and managing long lasting, profitable relationship with key external stakeholders in order to achieve the organization's objectives in collaboration with key Business Partners.
- Managing and monitoring the Sales Training Unit accordingly
- Proposing and agreeing the yearly operations budget of the Retail Sales Department with the CCO by closely monitoring the respective budget and addresses any variances.
- Liaising with other managers to ensure an integrated approach to the sales activities in collaboration with other Departments/Divisions
- Directing and coordinating the staff of the department for ensuring their appropriate motivation, engagement and commitment towards the achievement of the company's corporate objectives.
- Monitoring the sales performance of competitors to ensure that the company maintains and develops its competitive position.
- Maintaining an awareness of development in sales techniques and tools, and ensuring that the company maintains and develops its competitive position.
- Establishing a performance oriented culture, supports and motivates the staff for them to perform successfully their duties
- Performing other obligations and duties at the request of the superior.

4. Job requirements

Education: Master's degree, preferably in fields related to Sales/Marketing/Communication/Business Administration.

Experience: 7 years' experience in a relative functional area, 3 of which at managerial level.

Competencies/ soft skills: Excellent decision making, interpersonal and negotiation skills. Proven strategic thinking is required. Fluency in English. Open minded and leadership skills are a must.

The interested candidates are invited to send their application documents (a Cover Letter and a CV in English) at: jobs@telekom.com.al.