



Sales & Customer Success Supervisor Peach Tech Limited

Peach Tech Limited aims to revolutionize the way cars are bought and sold across Africa. We've launched a marketplace purpose-built to connect buyers and sellers of used cars in Kenya in new and exciting ways, but have our sights set on bigger and better things - leveraging cutting-edge technology, robust offline operations, and customer service excellence to build an ecosystem around buying, selling, owning and maintaining cars in Africa and prove to the African customer that they deserve - and can have - more!

We are ramping up our efforts to convert on (increased!) in-bound demand for our services and are looking to engage someone to take over and own the following responsibilities:

- Be lead salesperson - take on just as many customers as your team members and set the example for them to follow for good qualification, relationship building/management, and sales
- Manage the day-to-day efforts of the Sales / Customer Success team(s), including lead qualification, relationship development, sourcing management, negotiations and sales close as well as post-sales administrative efforts; problem-solve on a daily basis
- Co-create the strategy / develop vision for how Sales and Customer Success team(s) operate (systems/processes, knowledge bank) and are related (same team v. separate teams) at Peach, esp. with a vision to where Peach should be in 6-12 months' time vis-a-vis conversion rates and timelines, sales revenues, and post-sales engagement (including Peach customer journey); breaking these long(er) term plans down into manageable, 3-month (quarterly) and monthly action plans
- Manage the day-to-day efforts of the Sales and Customer Success team(s) vis-a-vis other teams / organizations at Peach (e Sourcing, Product, Marketing, Admin) to ensure aligned efforts, full information, etc.
- Manage the members of the Sales and Customer Success team(s) at Peach, including personal/professional development, semi-annual reviews, compensation, etc.; assess talent needs and recruiting, hiring, and on-boarding of staff
- Set and track KPIs/metrics to enable data-driven decision-making; create and perpetuate a hypothesis-driven culture in the Sales and Customer Success team(s) at Peach, having a 'test + iterate' approach to efforts
- Develop monthly and quarterly budget(s) for Sales and Customer Success team(s) in line with company budget capabilities and marketing objectives
- Own knowledge management within the Sales and Customer Success team(s) at Peach, including the development of SOPs, to enable increased efficiencies and scalability when/where possible

This is a permanent contract for a full-time role (6 days per week) with a competitive compensation package. All new employees at Peach are subject to a 90 day probationary

period. Interested candidates should submit a CV and statement of purpose to contact@peach-technology.com.