

Job Title: Customer Engagement Agent

Number of Positions: Nairobi (2)

Department: B2B Channel

Reports To: Area Sales Manager

Who We Are

At **MoKo Home + Living**, we're all about turning houses into happy homes! Our mission? To sprinkle a little joy into every Kenyan household with stylish, comfy furniture and world-class service, all without breaking the bank. We know the struggle: everyone dreams of a cozy, welcoming space, but too often, it's a choice between sky-high prices or furniture that just doesn't last. We're here to change that! With over **700,000 happy MoKoers** enjoying our products daily (and counting!), we're on a mission to reach millions more. And that's where YOU come in!

Meet the MoKo Crew

We're a passionate team of **500+ movers, makers, and dreamers** building products people love, creating a brand that makes hearts smile, and running operations that bring quality living within reach. Now, we're looking for another superstar to join us on this exciting ride!

Your Role: Customer Engagement Agent

In this role, you'll be the friendly face (and voice!) of MoKo to our amazing wholesale clients. You will be responsible for driving sales, managing client accounts, collecting debt, and ensuring the growth and sustainability of customer relationships. This role primarily involves selling cushions to wholesalers who target furniture shops, managing accounts with clients who have a credit history of six months or more, and performing other duties as assigned.

Key Responsibilities:

1. Sales and Account Growth
 - Develop and maintain relationships with wholesalers targeting furniture shops.
 - Achieve and exceed sales targets through proactive customer engagement.
 - Identify and pursue opportunities to grow existing accounts.
 - Build a pipeline of new clients to ensure consistent growth.
2. Debt Collection and Account Management
 - Monitor and follow up on client payments, ensuring timely debt collection.
 - Review and manage accounts for customers eligible for credit terms.
 - Address and resolve any account-related issues, ensuring client satisfaction.
 - Provide detailed reports on account performance and debt collection progress.
3. Customer Relationship Management
 - Maintain excellent communication with clients to foster loyalty and trust.
 - Handle customer inquiries and complaints in a professional and timely manner.
 - Ensure all client interactions align with company policies and goals.
4. Administrative and Additional Duties
 - Maintain accurate records of sales, payments, and account updates.
 - Provide feedback and suggestions to improve sales and account management processes.
 - Undertake any other duties as assigned by the supervisor to support business operations.

Qualifications and Skills:

- Diploma or degree in Business, Marketing, or a related field.
- Proven experience in sales, customer service, or account management.
- Strong negotiation and communication skills.
- Ability to manage multiple accounts effectively.
- Proficiency in using CRM software and basic office tools.
- Problem-solving and decision-making abilities.

Desired Candidate Profile:

- Positive Attitude: Demonstrates a positive and proactive mindset, contributing to a healthy team environment and effectively managing challenges.
- High level of integrity and accountability.
- Results-driven with a customer-centric approach.
- Excellent organizational and time management skills.
- Adaptability and willingness to take on additional responsibilities.

Application Details

Ready to join us? Simply fill out [this form](#) and share all your details. If you don't hear from us within two weeks, it means we've gone with another candidate this time. Don't miss out, the application **deadline is 22nd February 2025**. Good luck!