



PHENMA Ventures

Customer Sales Representative Job

PHENMA Ventures is a web design and development agency. We are seeking a sales representative for our web design services. Your duty as a Customer Sales Representative is to present PHENMA Ventures' offering to potential buyers.

Our customers come from any industry that exists, this means that anyone and everyone can be your customer, it could be;

- A company that seeks to have an online presence
- It could be an individual that seeks to have an online biography-cv or resume,
- It could be a business that seeks to sell their products online,
- They could even be a company with a website but that is substandard and would require a website redesign,
- It could perhaps be a family that seeks to have a family website with photos to keep a memory accessible in the cloud
- They could also be a website with poor seo (search engine optimization) that they don't have great visibility online.
- Any industry that sells something, a product or service - can benefit from our services.

As our Customer Sales Representative, you are expected to work out of office, visit workplaces or homes, spend time on a sales floor, or travel to places, conferences, workshops where people are showcasing something but have no website or have one but it's got a poor design and poor SEO. Go to places where their offerings might become business to us. The numbers of hours you work are entirely dependent on you, but the time of work hours you put it are determinant of the earnings you make, the goal is to reach your target audience.

Customer Sales Representative Duties and Responsibilities

Knowing the Product

We design and develop website systems. It is your duty therefore to understand what you are selling in order to answer questions from prospective buyers. If touting web systems, for instance, you should be aware of the key terms such as Domain Names, Hosting, SEO, Search Engine Listing, Content Management, Responsive Sites, and Desktop Sites as some of the key items. Knowledge inspires consumer confidence and positive feelings about the company.

Following Leads

Targeting the people most likely to be interested in a website product or service can save time and bring about better results. You have the duty to take advantage of your social interactions on Whatsapp, Facebook etc. Show casers of a workshop, attendees of a convention, and business people in a retail store may be good candidates for web design packages as they think about their businesses or activities.

Generating Interest

Many times, however, you as our Customer Sales Rep must think of new and creative ways to get people's attention. Some people may have a wedding and there are definitely going to be photos for that, but reaching everyone to share the moments may be hard, you may propose a website to wedding planners, more-so, we can give every authorized person a password to view photos, we can also block people from copying images. You can also look up business directories and make a cold call to a business locally in Uganda or regionally to get business across the borders, all you have to do is make an effort to inform them about our web design services.

Maintaining Relationships

Keeping the current customers happy is great business practice. They already have heard of you and (hopefully) like and trust your company. A smart Customer Sales Representative will check in on these people on a regular basis to gauge satisfaction, address any concerns, and provide information of value such as new offerings or upcoming specials. Check to see if they have any updates to share, if they are not satisfied with something on their website, we need to know so we can fix it, that way we have a satisfied customer.

Customer Sales Representative Skills

At the heart of being a PHENMA Ventures Customer Sales Representative is the ability to promote our company's web design products or services in ways that convinces that customer to also convince others to buy them. This will require that you have excellent interpersonal skills in order to bond with customers so they can bond with others beyond you, understand their desires, and convince them that what you are selling is worth their money. Your interpersonal skills are the key ingredient here, but these other skills will be relevant.

- You must be able to communicate the costs for the web design/development effectively and efficiently.
- You must be able to "Read" people well to pinpoint what it will take to make a sale
- You must be able to display a willingness to stay on top of things and learn new sales techniques
- Following through on leads and inquiries in a timely fashion
- Showing confidence and a can-do attitude
- Most importantly we know that sales can be frustrating, but we also know that our offering is rewarding for the serious seller. In a month you have the ability to sell 10 websites and that could mean 1 million shillings or more for you – so what will it take?

Tools of the trade

As you go about performing the job, these items are some of the things you will need to use:

- ✓ **Computers** – to conduct Internet research (*East African Tenders Website is a good place to go*), acquire potential customer contacts, correspond via email or phone, and follow them through to signing a web design contract with us.
- ✓ **Phone** – You will need a primary way of contacting potential buyers and keeping in contact with existing clients, a smart phone to be exact will be a prime tool for you.
- ✓ **Purchase order** – relate your customers to the PHENMA Website but they must mention you as their referee so we clearly know that was your lead to credit that lead to you

Customer Sales Representative Education and Training

We are a dynamic employer, we really wouldn't mind your education level, what matters to us is that you are a;

- ✓ go getter,
- ✓ you can speak English or Kiswahili, and that
- ✓ you are outgoing,
- ✓ and confident

However, having some knowledge on websites, or IT knowledge is a definite plus because you will be cognizant of something in the field.

Contact: focustjay@phenmaventures.com or +256775504493 for further details.