

## **Job Summary:**

The Relationship Manager (RM) is responsible for developing and maintaining strong relationships with corporate and walk-in customers, achieving assigned sales targets, and supporting day-to-day operations at the Nakuru MDC hub. The RM will be expected to drive B2B and B2C sales, provide excellent customer service, and assist with stock management tasks to ensure smooth operations and high product quality standards.

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## **Key Responsibilities:**

### **Sales and Client Management:**

- Identify, engage, and onboard new corporate clients for white meat products (fish and chicken).
- Maintain and grow relationships with existing customers to ensure repeat business and client satisfaction.
- Proactively follow up on leads, inquiries, and customer feedback to improve service delivery.
- Achieve and exceed monthly and quarterly sales targets as set by management.
- Assist walk-in customers at the hub, ensuring high service standards and proper order processing.

### **Customer Service:**

- Act as the primary point of contact for assigned clients, resolving issues and complaints efficiently.
- Provide product information to customers
- Maintain accurate customer records and sales data in designated systems.

## **Stock and Operational Support:**

- Assist with receiving, sorting, counting, and storing incoming stock deliveries.
- Participate in stock-taking, quality checks, and packaging to ensure inventory accuracy.
- Support with dispatch processes to ensure accurate order fulfillment.

## **Compliance and Reporting:**

- Ensure adherence to company policies, procedures, and product handling standards.
- Submit timely reports on sales performance, customer interactions, and stock-related activities.

## **Working Conditions:**

- Must be willing to work flexible hours, including weekends when needed.
- Based at the Nakuru hub with field visits to clients