

REGIONAL MANAGER

1. TERM OF REFERENCE:

The Regional Manager is responsible for overseeing and managing the operations, sales, and overall performance of the assigned region. The primary objective is to achieve organizational goals and objective within the region while ensuring consistency with the company's mission and values.

- ✓ Develop and implement regional strategies, targets, and action plans aligned with the company's overall objectives.
- ✓ Monitor market trends, customer needs, and competitors' activities to identify opportunities and make informed decisions.
- ✓ Collaborate with senior management and other regional managers to ensure consistency in strategy implementation and sharing of best practices.
- ✓ Monitor and report on the progress of regional objectives, highlighting challenges and proposing solutions for improvement.
- ✓ Lead, manage, and develop a team of staff within the region, providing guidance, support, and training as necessary.
- ✓ Set clear objectives and performance expectations for the regional team members, conducting regular performance evaluations and providing constructive feedback.
- ✓ Monitor and evaluate the operational performance of the region, ensuring efficient and effective delivery of services or products.
- ✓ Identify and implement process improvements and operational efficiencies to enhance productivity and customer satisfaction.
- ✓ Monitor key performance indicators (KPIs) and metrics to measure the regional performance against targets.
- ✓ Develop and implement action plans to address performance gaps and drive continuous improvement.
- ✓ Monitor customer satisfaction levels and take appropriate measures to address concerns or issues promptly.
- ✓ Manage the financial resources allocated to the region, including budget planning, monitoring, and cost control.

- ✓ Review financial reports and analyze financial performance against targets, taking corrective actions as necessary.

2. QUALIFICATION:

Minimum of Bachelor's degree or any other related field obtained from a recognized university through regular (full time) program.

3. EMPLOYMENT TYPE:

Regional Manager shall be recruited as a regular basis.

4. SALARY AND ALLOWANCES:

The salary and allowances of Regional Manager shall be as follows:

- a. Position: P4
- b. Basic pay: Nu. 21990.00
- c. HRA Allowance: 20% of the basic pay
- d. Fixed Allowance: 12300.00

Other allowances and benefits as per the service rules of the Company.