



SALES AND CUSTOMER CARE SPECIALIST

Company: Wellbi

Location: Wellington/Paarl (Hybrid Work Model)

Position: Type: Full-Time

Salary: R15,000 – R20,000 per month (CTC), plus a competitive sales incentive structure.

About Us: At Wellbi we are committed to providing unique beneficiary information management solutions to organisations in the non-profit space in South Africa and abroad. We are looking for two motivated and customer-focused Sales and Customer Care Specialists to join our team. If you have a passion for sales and excel in delivering top-notch customer service, we want to hear from you.

Key Responsibilities:

- **Sales:**
 - Lead Generation
 - Sales Presentations
 - Closing Sales
 - Sales Strategy Implementation
- **Customer Care:**
 - Client Relationship Management
 - Client Onboarding
 - Client Coaching
 - Client Support
 - Collaboration with Various Departments
 - Product Knowledge
 - Sales & Marketing Collaboration

Qualities / Requirements:

- Strong sales and negotiation skills.
- Excellent communication and interpersonal skills.
- Technical proficiency and the ability to understand product features and benefits.
- Passion for delivering exceptional customer care.
- Problem-solving skills and adaptability.
- Prior experience in sales and customer care is a plus.
- Prior knowledge of the NGO-landscape would be advantageous.



What We Offer:

- Competitive salary with sales incentives.
- A hybrid work model, allowing you to work both in the office and remotely.
- Opportunities for professional development and growth.
- A supportive and inclusive work environment.

How to Apply:

If you are passionate about sales, delivering exceptional customer care, and driving growth for our company, please submit your CV along with a cover letter detailing your relevant experience and qualifications to carlen@mosaicso.org by COB 2 November 2023. We look forward to welcoming new team members who share our commitment to sales success and client satisfaction.