

Job description and outline of role - General Manager

The General Manager will manage the day-to-day activities of the company and also assist manage a small team consisting of technical and administrative staff members. Duties include, but are not limited to, all activities associated with managing a small business including Sales, Marketing, Purchasing, Operations and Office management.

Reporting to

Group Managing Director

Main Responsibilities

Sales

The company ethos is “Customer is King”, and you will be expected to lead by example in this regard. You will:

- Identify business opportunities and prospects and sell (or assist team members with selling) company services and products
- Ensure quotations are issued and followed-up diligently
- Build and Maintain relationships with clients – existing and new
- Maintain - and ensure staff maintain - the company CRM and operation systems
- Ensure all customer orders are managed and delivered in accordance with agreed delivery dates
- Always go the extra mile for customers, and demonstrate the same to them.

Marketing

Responsible for company marketing activities, working with Group marketing resources to ensure company marketing activities are performed expeditiously. Conducting all local marketing-related activities.

Purchasing

Responsible for managing the purchasing function: purchasing equipment associated with customer requirements, expediting and ensuring customers are kept fully informed. Responsible for all other purchasing relating to office, warehouse, marketing etc, and tracking and expediting purchases as appropriate.

Operations

Ensuring the technical team are set to work on a daily basis, and progressing Tickets and Projects accordingly.

Office Management

You will be responsible for all aspects of office management, including but not limited to:

- Maintaining office systems, consumables, stock, cleanliness, tidiness
- Managing staff, including regular appraisals, HR matters
- Preparing and issuing management reports as required by the Directors

- Maintaining and ensuring adherence to the company ISO9001 systems; Ensuring policies and procedures are maintained up to date and adhered to by all staff
- Ensure all telephone calls and emails are answered promptly
- Maintaining accounting systems, banking etc

Key attributes for role

- Drive and passion to progress in the field of IT with Fresh Mango.
- Ability to learn quickly on the job.
- Keenness to develop and grow with the company
- Great customer skills and team spirit.
- Excellent telephone manner and customer service.

Qualifications and experience

- Building and nurturing client relationships
- Working to KPI's and targets including sales emails, sales calls, visits to existing and potential clients
- Success in converting leads to orders
- Working to a defined sales strategy for new business development
- Using modern approaches to assist in lead generation, notably LinkedIn and structured networking
- Degree calibre
- IT experience not required, but a basic grounding in IT is essential for credibility
- Strong intrapersonal skills.
- Exceptional written and verbal communication skills in English.
- Familiarity with CRM systems and usage
- Hardworking, persistent, and dependable.
- Positive and enthusiastic.

Personal Development

Our business owner came through the development programme at Rolls-Royce PLC, and he considers that staff development is an absolute necessity. This is what he says on the subject:

'We want our company to grow. The only way for that to happen is for our people to develop and grow. That's why our staff receive regular internal training, participate in external seminars and training as required, and receive ongoing on-the-job coaching.'

Fresh Mango sister companies are present in the United Kingdom, with plans to expand further.

Package

- Salary Commensurate with relevant experience and qualifications
- Bonus scheme

Application Process

If this ad describes you, then send a covering letter to info@freshmango.com explaining why you consider yourself suitable for the role, and how you would grow the business. You should also send your current C.V. Apply by completing the form at <https://freshmango.com/recruitment/> and also confirm your BVI work-permit status.