**1st April, 2020.**

Miss. Faith Odoh

**DUTIES AS THE HEAD-PROCUREMENT TEAM**

Effective April 1st, 2020; the following are duties assigned to you as the Procurement Manager for “Shoptomydoor” American Air Sea Cargo Group. You will report directly to the CEO on all issues you encounter.

In this new role, you will in summary:

1. Be tasked to ensure that you build a reliable and well-trained procurement team that will handle and deal with all customers based on our core value of ensuring they all issues handled result in a stress-free experience for the customer.
2. Ensure that our car procurement grows to the level where we ship not less than 100 cars every month, and normal procurement grows to over 500/month one year from now.
3. Make our brands known in the industry and beyond as the most customer centric organization there is in Africa.

Below are more details of what is expected from you. While this is a general outline, you may be required to fill in more roles as needed. Kindly review the duties assigned to you, and should you have any questions, do not hesitate to let me know. If you have no question, please sign in acknowledgment of having received the above details of your new role and expectations and return to me before the 1st April 2020.

Good luck.

Yours faithfully,

**American AirSea Cargo Limited**

**DUTIES AS A HEAD-PROCUREMENT TEAM**

The duties expected of these key roles are highlighted below.

1. Ensure that the company’s core ideology of providing stress free shipping service to customers is well entrenched in the minds of all staffs that report to you at all times, and it becomes a culture that they all live by at all times. Hence we expect you to ensure that everyone in your team lives and breathes our core ideology of ensuring a stress-free shipping experience to all customers at all times.
2. Work with the advert and PR team to push out communication on procurement offers of highly sought-after items on a weekly basis, either via email, and on social media pages. So every two weeks, we must push out one e-mail showing customers what is highly sought after that they can call to make a procurement request on.
3. Provide information for the PR team to write, edit, prepare contents which will be used in the production of publicity brochures, magazines, handouts, direct mail leaflets, promotional videos, photographs, films and multimedia programs.
4. Work with the IT and Marketing team to ensure that the advert amount allocated to procurement is used fully.

**NOTE** – All procurement adverts now are focused on pushing adverts to Business people as out focus is now to push our service to business or to help people use our platform to start businesses. So adverts like “Use shoptomydoor to buy a shoe, that targets individuals must stop. This is to be replaced by adverts that tells businesses to use us to buy things they can resell, or that tells people to use our procurement to buy things they can resell.

1. Identify small businesses who are into procurement as well as celebrity procurement managers and partner with them by providing them a seamless and fast shopforme service.
2. Work to see that the procurement by phone system is fully functional and work with the PR/advert team to make sure that we advertise this new option heavily, so that all customers (both existing and new) are aware of it, such that we handle at least the following:
   * By April 30th – 250 orders

The target for other months will be reviewed after April 30th , 2020.

1. Develop service procedures, policies and standards and ensure these are updated to include new changes and addition as soon as the need arises. This involves an update of the SOP’s when an issue is noticed as well as ensuring that they are up to date on a monthly basis. The updated SOP’s must be submitted to the SQC every month on the last Friday of the month.
2. Ensure that all procurement related tickets are handled and fully resolved within the standard time frame of 4 hours given to customer service to resolve all procurement issues. As usual where any issue can not be resolved within 6 hours, follow up with the SQC to coordinate with the departments responsible. If after 24 hours of a customer raising an issue, the problem still persists, then ensure it is brought to the attention of the CEO.
3. Based on sentiments and stories happening in Nigeria and other places, you are to decide on a product to push out to customers every two weeks that will be sent to all customer via our twice a month newsletter. This will:
   1. Be a product that touches the heart of many based-on sentiments that bother on the happenings around the country or other places.
   2. Could be the latest release of a product that people are so eager to get their hands on.
   3. In the newsletter, they will be offered a fixed prize to ship this via air as well as sea.
   4. They will be told of the easy way to order this via our procurement by phone solution that makes ordering a very easy and quick process.
   5. The details of this is to be sent to the PR team by Monday, 12 noon of every week so they have enough time to create the newsletter. In sending this out, you are to include links to stories why you choose the product or anything that makes you believe Nigerians will buy into purchasing this product.
4. Arrange and coordinate the pick up of procurement items and other heavy items are requested by customers and the sales team as and when its due, and making sure customers are fully updated on the status of everything we are handling on their behalf.
5. Ensure that within 1 hour of customer placing order for any item, they orders are placed with the store and the customer is notified of the order been placed, with tracking number and related order information been sent to the customer as designed by the platform.
6. Ensure that each of your team members undergoes the following training that must be completed within 3 months.
   1. **Will you do business with you by Jane Handly –** This is to be used for training within the first week of being hired into the Sales team. This is to be repeated every 6 months.
   2. **How do they want, how do they want it – Dr. Nate Booth -** This is to be used for training within the first week of being hired into the Sales team. This is to be repeated every 6 months.
   3. **Connecting For Results – How to turn contacts into Advocates -** This is to be used for training within the first week of being hired into the Sales team. This is to be repeated every 6 months.
   4. **Performance Driven Selling – How to move beyond the basics to Extraordinary Sales Success -** This is to be used for training within the first month of being hired into the Sales team. This is to be repeated every 6 months.
   5. **Super Sales Presentation – How to Captivate your prospects** - This is to be used for training within the first month of being hired into the Sales team. This is to be repeated every 6 months.
   6. **Brain Selling – Innovative Strategies for Converting Prospects into Clients -** This is to be used for training within the first two months of being hired into the Sales team. This is to be repeated every 6 months.
   7. **Prospecting Skills That Work – How to Set More Appointments and Close More Sales -** This is to be used for training within the first two months of being hired into the Sales team. This is to be repeated every 6 months.
   8. **Influence and Persuasion – Non-Manipulative, Practical Strategies for Significantly Increasing Sales -** This is to be used for training within the first two months of being hired into the Sales team. This is to be repeated every 6 months.
   9. **High Performance Selling – Building Customer Loyalty, Needs Analysis Selling, Selling Different People Differently** - This is to be used for training within the first two months of being hired into the Sales team. This is to be repeated every 6 months.
   10. **Time Management Essentials – How to Increase Your Value by Increasing Your Productivity -** This is to be used for training within the two weeks of being hired and must be redone every 6 months.
   11. **Doubling Your Productivity – How to Manage Your Time and Organize Your Life -** This is to be done within the first 4 weeks of been hired and must be redone every 6 months.

Trainings from the various Heads of Department – These are to be done within the first 3 week of been employed.

* 1. Shipping Department.
  2. Clearing Department
  3. Public Relations and Social Media Department
  4. Legal Department
  5. Procurement and Quote Department
  6. Export Department
  7. Accounts Department
  8. IT Department

A refresher on these specific departmental trainings are to be carried out every 6

months.

1. In addition to doing all the above training as the leader, you will also be required to complete the following additional training.
   1. **Thank God Its Monday – How to Build a Team with Passion For Performance –** This is to be done within the first month of starting and must be repeated every 6 months.
   2. **Conversation Strategies for Creating Preeminence –** This is to be done within the first month of starting and must be repeated every 6 months.
   3. **Communication Skills That Work –** This is to be done within the first month of starting and must be repeated every 6 months.
2. Working with the SQC develop a training schedule, assign each team member on the days they are to watch specific trainings by developing a 6 months training schedule that covers all they are required to do in point 3 above. Hence a training time table for all team member must be developed to ensure that all meet the required training as stated in point 3. The personal DVD trainings are to be held in the office during work hours, and you must monitor each staff to ensure that they fully complete these trainings as required. Also work with the SQC to schedule the group departmental refresher trainings well in advance to ensure that all Customer Service personnel are fully in line with all their required trainings always.
3. You are to perform a monthly one-one-one with your direct reports as follows:
   1. A copy of the employee’s job duties are to be printed and you and the employee are to both have a copy.
   2. The employee is to submit a report outlining what has been achieved for the past month on each line of the assigned job duty.
   3. Where a line items was achieved with a 100% rating, that line item is scored 1 point. Where a line item has not been satisfactorily completed within that month, the employee is scored a 0 point.
   4. Where a line item is not achieved with a 100% certainty, a score of 0 is given to that line item. There is no middle score for line items.
   5. Total the score for the month. So if there are 20 line items, and the employee scored 15 out of the 20, the performance score for the month will be 15/20 or 75%.
   6. The result of the one-on-one is submitted to the HR for filling in the employees records.
   7. The reasons why the employee scored a 0 must also be presented to the employee and measures agreed with the employee on how the score is to be changed to a 1 on the next months performance rating.

**MARKETING**

Marketing is a key role of all employees. While we don’t expect you to be actively in Marketing, we see areas where you can contribute effectively with minimal effort. We ask all employees to be actively engaged and work with the PR and the marketing team to promote our business on social media. To this end, you are expected to:

* Set your social media apps to notify you once any of our brands make a post on facebook, Instagram and twitter.
* Share, comment or like any of our posts to help drive engagement and reach.
* Participate in the monthly staff engagement exercise to create contents for our social media pages.

**TARGET**

1. Two hundred and fifty (250) procurement by phone orders are placed by April 30th, 2020.
2. Total shoptomydoor procurement revenue of $75,000.

**COMPENSATION ON MEETING/FAILLURE TO MEET THE MONTHLY TARGET**

Rewards for meeting targets will be 0.5% of the total revenue if the expected figure is met. Consequences for not meeting target will be communicated by the HR manager.

**REPORT**

You are to submit monthly report of the following to the CEO every last Friday of the month:

1. Total number of procurements done for the month as well as total revenue generated Number of procurements by phone orders.
2. Number of procurements by phone orders.
3. Number of converted procurements by phone orders.
4. Number of Request for car procurement.
5. Number of successful car procurement.
6. Strategies that were implemented in the last month and its effect on reaching your goals.
7. Improvements achieved over the previous month and how we can build on those improvements.
8. Strategies planned for the present month and how we expect them to be implemented.
9. Resources needed to move forward that will ensure our targets can be met on a monthly basis.
10. What prevented us from achieving the set goals for the last month and what we are doing in the present month to overcome those issues

**ACKNOWLEDGEMENT**

I have reviewed the above and will ensure l meet the targets expected of me.

Name:…………………………………………………………………………………………

Signature and Date:………………………………………………………………………..