



Job Description

Job Title: Client Relationship Trainee	Location: Nairobi, Kenya
Reports To: Client Relationship Manager	Revised: April,20 2023

eProd – Who We Are

eProd Solutions, established in 2015, is an agricultural supply chain management consulting and ICT company that offers to over 100 clients – sourcing from about 350,000 smallholder farmers – in 20 developing countries a cloud-based Agricultural Supply Chain Management solution that assists with the management of integrated agro-output and agro-input markets in the agricultural sector. Its clients are food processors, commodity traders and farmer cooperatives sourcing from smallholder farmers to manage their daily operations. The system is ideal to manage efficiently large scale and complex farmer training programs. eProd is experiencing a growth surge and is positioning for expansion into more countries.

Job Summary

The Client Relationship (CR) Trainee provides support to the Client Relationship Officers operating with the Client Relationship Management team. The CR Trainee will work with other CR Officers to ensure quality client onboarding, training, support and retention. The CR trainee will report to the Client Relations Manager.

Primary Responsibilities

1. Testing and review/ adjustment of the training manual
2. CRM management/ data entry/ reporting
3. Backoffice support
4. M&E/ Project management
5. Marketing and Sales

Qualifications and Experience

- Bachelor’s degree in business information technology or similar discipline
- Strong database skills (MySQL and ORM experience will be beneficial)
- Working knowledge of cloud systems.
- Experience in producing technical designs for software applications.
- Team player and effective communicator.
- Innovative and creative thinker
- Proficiency in English required (Additional proficiency in French and Portuguese preferred)
- Must be willing to travel up to 30% of the time in remote areas in Kenya and countries in Sub-Saharan Africa