



Headquarters: Nyamata, Bugesera District, Rwanda | Uganda: Plot 14, Tabingwa Road, Walukuba Masese Division, Jinja District
info@earthenable.org | www.earthenable.org | Toll Free: 0800332332

Job Title: Franchisee Coordinator, Kiryandongo and Masindi

Company: EarthEnable Uganda

Reports to: EarthEnable Global Channels Sales Manager

Number of Positions: One (1)

WHO WE ARE AND WHAT WE DO

EarthEnable is a non-profit organization with the mission of eliminating substandard housing by kickstarting an affordable rural housing industry. EarthEnable vets, trains, quality assures and sells varnish to micro-franchisees and master-franchisees who sell and install EarthEnable's flagship earthen floors and other eco-friendly housing products in rural homes.

ABOUT THE ROLE

We are looking for a motivated and motivating team builder who enjoys developing others. This person should thrive in working with independent, self-motivated young individuals to help them achieve their goals of growth and making ends meet for themselves and their families. This person should be goal-driven and excited to drive results by finding solutions for others and successfully securing their buy-in and commitment to those solutions.

As a Franchisee Coordinator, you will work with a group of approximately 10 - 20 young self-driven people, who we call micro franchisees to support them and help them grow their earthen products sales businesses. You will serve as EarthEnable's primary point of contact in the district, developing and providing training to our ever-growing network and engaging with these young business men and women by ensuring they comprehend the technical aspects of the businesses they are doing including soft skills and best practices.

ESSENTIAL DUTIES

- **People management**
 - a. Build and develop a high performing team of franchisees through embedding performance development and coaching. Ensure that they receive coaching and feedback in order to develop to achieve their maximum potential.
 - b. Determine and manage training needs for each franchisee
 - c. Work with the franchisee team to achieve sales, construction targets & service through village to village business creation activities, effective team leadership and providing feedback to the team.



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- d. Ensure that franchisees manage customer complaints by taking ownership and resolving in a timely manner. Act as the escalation point for their unresolved complaints.
- e. Ensure franchisees motivate and develop their helpers through a proper reward and recognition system
- f. Create an empowering environment for hard working franchisees, encouraging individual ownership and initiative.
- **Business Management**
 - a. Agree on targets and take accountability for the overall achievement of the performance objectives for the cooperative in terms of : Customer Satisfaction, Builds, Sales, Loss per SQM, Ensure monitoring of progress towards achieving targets is done on a regular basis.
 - b. Ensure that all the paid customers are varnished on a timely basis
 - c. Ensure all payments due franchisees from EarthEnable and The Water Trust are remitted on a timely manner
 - d. Active involvement and accountability in making all varnish purchase/refund decisions e.g. customer refunds.
 - e. Offer clear direction to the franchisees in terms of market potential translating and prioritizing into business performance.
 - f. Ensure that maintenance documents are given to every customer and regularly snap check this to find out whether the customers know and understand how to maintain their floors
 - g. Establish relationships with key individuals in the local area, such as LC1s, parish chiefs, sub county chiefs.
 - h. Support franchisees in marketing to groups such as community cooperatives, village savings and loan associations etc.
- **Compliance**
 - a. Ensure all franchisees are compliant with set floor quality standards and health & safety standards while applying anti termite
 - b. Ensure that all members of your team remit money for varnish to you
 - c. Ensure all the money given to you by the franchisees is immediately paid to The Water Trust
 - d. Conduct regular quality checks on floors built by franchisees under your care
 - e. Ensure that all policies set in the agreement between franchisee and The Water Trust are being adhered to.
 - f. Report all incidents of breach within the franchisee agreement to The Water Trust management team for appropriate action
- **Customer Service**
 - a. Take ownership of customer service and ensure timely response to customers on outstanding/ escalated issues



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- b. Conduct monthly compliance trend analysis and create action plans to prevent recurring issues.
- c. Ensure all customer floors built by the franchisees are of the highest quality standard.
- d. Through effective franchisee leadership, ensure that customer waiting time is kept to a minimum. This includes monitoring the Open Issues dashboard which you will be required to create and calling up the franchisees to take action. You will also be required to visit these customers to make sure the issues are resolved.
- **Administration**
 - a. Escalate on any issues brought to your attention by the franchisees to TWT management for appropriate action, and provide feedback back to your franchisees about responses from TWT management

QUALIFICATIONS

- The ideal candidate should have a diploma or degree in education or social works and social sciences or any business related course.
- Short courses in sales and marketing, leadership is an added advantage
- The Ideal candidate should be a resident within the district (should be able to provide an LC letter confirming their residency in an area within the district)
- The ideal candidate should be aged between 20 – 40 years old.
- The ideal candidate should have strong reputations in the rural communities as well as experience working with communities
- The Ideal candidate should be hardworking, trustworthy and committed.
- Exceptional verbal skills and strong writing skills: demonstrates ability to summarize issues and communicate issues to communities' members of varying education levels as well as management,
- Humble: appreciates the dignity and constraints of rural communities in changing behaviors, and communicates humility and respect in approach to listening and speaking to community members, including in training.
- Strong language skills: able to clearly speak and write in English, and one more of the local languages
- Comfortable and capable adapting work and priorities to respond to changing situations in order to advance organizational goals and objectives.
- Comfortable traveling across rural communities for four to five days each week with work in communities for the majority of those days.
- Strong business acumen and analytical skills
- Ability to quickly assess a situation and reach a positive conclusion in a timely manner
- Ability to prioritize effectively in a fast-paced environment



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- Proactive self-starter with the ability to multitask the majority of time
- Ability to communicate effectively at all levels, internally and externally
- Flexibility to change direction of workflow and duties as required
- Willingness and ability to switch responsibilities with little or notice
- Ability to be flexible with work hours as required, based on the needs of the business
- Should be willing to touch mud and work with mud.
- Should have strong computer skills, such as MS work, MS excel, Google Docs).
- Should have strong alignment with Earth Enables values:
 - Take pride in our impact on health. Work passionately to change the way people live.
 - Set the bar for customer care. Exceed their expectations every step of the way.
 - Work hard and work together to achieve our most ambitious goals and dreams.
 - Be resourceful and responsible with money; our impact depends on it.
 - Treat everyone with fairness, empathy, and concern with which we expect to be treated.
 - Trust each other to have the humility to support and the vulnerability to be supported.
- Riding permit is compulsory

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. These include sitting for extended periods of time; ability to access and use a computer; has manual dexterity of hands and fingers to operate a computer keyboard, mouse, telephone and normal office equipment, endure motorcycle rides on the roads within the districts

INTERESTED?

If you feel the person described here fits your description. please apply through any of the following channels:

- Send soft copies to gloria@earthenable.org OR
- Hand deliver hard copies to TWT offices, Bweyale, Kiryandongo district

The deadline for receiving e-applications will be August 20th, 2022