

Account Manager			
Job Title	Account Manager		
Division	Sales		
Department	Sales		
Section	Sales		
Location	IBU-OMAN	Direct Reports	
Reports To	CGM	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

Basic Function

Manage and achieve/exceed sales target within the assigned area/ territory. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Manage customer's issues and inquiries, coordinate with other departments, and ensure timely response is provided, to ensure that high customer satisfaction level is achieved, and existing customers are retained.
- Creates & develop sales presentation.
- Maintain required documentation on all active, non-active, and prospective clients.
- Promote and implement automated tools to customers.
- Supports customer special or one off project requirements, coordinate with stakeholders and monitor .project until successful implementation is achieved.
- Give necessary support to credit control to achieve collection targets, solving customer payments issues while taking necessary actions in suspending and reactivating credit facility when needed.
- Promote SMSA existing and new services, and give necessary support to the management in launching services, executing marketing campaigns and surveys.
- Reports changes in the market and execute agreed actions.
- Closing deals for both prospects and existing customers through presentations, contracts negotiations, promoting and explaining services features and benefits and solving obstacles rising through contracts negotiation.
- Monitor market and competitor activities.
- Ensure that customer prices are reviewed on regular basis and whenever any discrepancy arises between actual and promised volumes, a re-negotiation takes place.
- Prepare and submit required reports in a timely manner, and attend daily debrief to discuss journey plan & planned activities.
- Ensure that assigned area/ territory has sufficient business prospect in order to achieve revenue target and contributes to the total team's achievement.
- Meet reporting time lines including weekly, monthly and one off reports.

- Increase active customer and develop business from new and existing customers.
- Increase sales revenue and expand customer base within the area/ territory by acquiring new business.
- Analyze revenue and shipments results and take corrective actions to drive quality revenue.
- Closing deals for both prospects and existing customers through presentations, contracts negotiations, promoting and explaining services features and benefits and solving obstacles rising through contracts negotiation.
- Analyze revenue and shipments results and take corrective actions to drive quality revenue.
- Develop and implement an effective approach to collect and identify other competitor's clients name and information on regular basis.
- Ensure that policies and procedures are followed.
- Performs other assignment as required.
- Price coordination with Finance.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Ensure that pricing guidelines are always applied and profitability targets for customers are met.
- Develop and implement a personal sales plan and call cycle.
- Establish a sales pipeline and target them accordingly.
- Ensure customers satisfaction at all level.
- Established strong business relations with all clients.
- Identify weaknesses, opportunities, strength and threats in the markets.
- Market new products and services.
- Maintain customer data including contract, correspondence, and customer business activities, shipping profile and special requirements.
- Contributes to the department performance by achieving individual KPI objectives set for the year.

General

- Manage and achieve/exceed revenue targets.

EHS

- Encourage colleagues to adopt safe and environmentally friendly practices.
- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.

Competencies - Professional and Technical	
Behavioral Competencie	
Adaptability	Level 1
Change Leadership	Level 2
Communication	Level 1
Organizational & Environmental Awareness	Level 2
Teamwork	Level 1
Technical Competencie	
Area/Territory Knowledge (Geographic Knowledge)	Intermediate
Competition Knowledge	Intermediate
Knowledge in Accounts Management	Intermediate
Knowledge in Consultative Selling Approach	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Portal & Application Framework Knowledge	Beginner
Product Knowledge	Intermediate
Sales Knowledge (Stages of Sales Process)	Intermediate
Competencies – EHS	
Knowledge of basic environment health and safety requirements EHS corporate objectives awareness Awareness of EHS requirements in the QEHS management systems Have attended EHS awareness training (if applicable) Awareness of Environment Health Safety incident reporting	
Organizational Competencies	
Intermediate <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
Decision Making	
Key Performance Indicators (KPIs)	
Abide by the goal setting forms (Individual KPI'S) of the current financial year	
Qualification : Education and Experience	
Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent. & or Any specialized positions like Pharmacist, Brand Advisor etc. must have degree in their specific field), Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry. or Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position or Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 position	

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: