

Account Manager			
Job Title		Account Manager	
Division		Smsa Freight-Sales	
Department		Smsa Freight-Sales	
Section		Smsa Freight-Sales	
Location	IBU-UAE	Direct Reports	
Reports To	Manager-Freight	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	All Departments	Job Code	

### Basic Function

Take care of assigned territory, achieve revenue targets, increase revenue and customer base, get new clients, retain existing clients and ensure collections are maintained within company standard. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Achieving / exceeding the territory agreed revenue results.
- Closing deals for both prospects and existing customers through presentations, contracts negotiations, promoting and explaining services features and benefits and solving obstacles raising through contracts negotiations
- Analyzing revenue and shipments results and take corrective actions to drive quality revenue
- Responsible to sign and welcome on board medium and big accounts in terms of revenue and profile
- Increase sales revenue and expand client base within the territory through acquiring new business, developing and retaining existing customers
- Meet reporting time lines including weekly, monthly and one off reports for the territory
- Achieve new business targets
- Achieve high results for set goal setting's
- Prospecting new clients through different channels, online, guides or direct knocking doors and submit daily proposals to new prospect clients
- Ensure the territory have sufficient prospects to support achieving the revenue targets and territory KPIs
- Identify weaknesses, opportunities, strength and threats in the markets
- Participate in tenders and ensure submission of requirements on time
- Manage healthy pipe line with high efficiency to ensure new business revenue generated
- Prepare and submit weekly report to Territory Manager and attend daily debrief to discuss journey plan, planned activities & update him on daily business matters.
- Manage customer's issues and inquiries, coordinate with other departments, and ensure timely response is provided, high customer satisfaction level is achieved and existing customers are retained

- Update daily visits on system with quality of customer data
- Ensure approvals are taken for rates or special solutions as per company policies and process
- Monitor lost and down trading accounts with direct visits and provide needed solution after escalation to concerned departments
- Monitor market and competition activities, report to TM/Area/Industry Managers changes in the market and execute agreed actions
- Promote SMSA existing and new services and give necessary support to management in launching services, executing marketing campaigns and surveys
- 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
- Give the support in customers special / one off project requirements, coordinate with stakeholders and monitor project until successful implementation is achieved.
- Promote and implement automated tools to customers to achieve customer satisfaction and effective shipments transactions
- Responsible on all new accounts welcomed on board to be genuine and educated with full company process and services
- Maintain required documentation on all active, non-active, and prospective clients.
- Develop sales presentations, create sales agreements and coordinate pricing with finance
- Self improvements on presentation and Microsoft excel
- Daily coordination with Operations department for any customer issues
- Maintain customer data including contract, correspondence, customer business activities, shipping profile and special requirements
- Educate customers with SMSA automations and systems
- Performs other assignments as required.

#### General

- Overall supervision of SMSA VIP projects operations.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.
- Deliver results and achieve KPI/Targets and goal settings.

#### EHS

- 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.
- Encourage colleagues to adopt safe and environmentally friendly practices

## Competencies - Professional and Technical

### Behavioral Competencies

Initiative	Level 2
Resource Management	Level 2
Stress Management	Level 2
Teamwork	Level 3

### Technical Competencies

Defensive driving knowledge	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	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

Beginner

\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

### Decision Making

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

\*Note: Industry Experience wherever its applicable

Date Of Release

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

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<b>Employee Name:</b>			

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.

<b>Signature:</b>	<b>Date:</b>