

| Account Executive  |                                       |                |   |
|--------------------|---------------------------------------|----------------|---|
| Job Title          | Account Executive                     |                |   |
| Division           | Sales                                 |                |   |
| Department         | Sales                                 |                |   |
| Section            | Sales                                 |                |   |
| Location           | IBU-UAE                               | Direct Reports |   |
| Reports To         | Sales Manager                         | Version Number | 1 |
| External Relations | Customers                             | Guide Number   |   |
| Internal Relations | Finance, Customer Service, Operations | Job Code       |   |

### Basic Function

Identifying and calling on potential new customers, creating value propositions that meet the customer's needs, managing implementation, developing ongoing customer relationships and troubleshooting customer problems. Fully understand, drive and promote SMSA Services, vision, culture and values.

### KEY Responsibilities

#### Core

- Reporting on weekly/monthly sales activity to territory manager and responsible for achieving monthly and yearly targets
- Sending quotations and proposals to clients and following up on new prospects on a regular basis
- Ensure approvals are taken for rates or special solutions as per company policies and process
- Responsible to welcome on board medium and big accounts in terms of revenue
- Prospecting new clients through different channels, online, guides or direct knocking doors and submit daily proposals to new prospect clients
- Ensure sales leads are contacted, visited and updated on general file
- Conducting Market Intelligence and Competitor research in the country
- Reporting on Market Trends and present activities in the Air Transportation / Industry in the country
- Responsible for achieving the monthly automation target of accounts
- Follow up existing customers and ensure all trading up to profile
- Achieve high results on agreed goal setting's
- Business and incremental revenue from existing customers
- Ensure existing clients growth MTM
- Visit lost and down trading accounts on monthly basis providing solution and communicating with responsible departments to retain business
- Communicate with all departments to solve customers' issues
- Follow up payments from credit default customers
- Responsible of all welcome on board new accounts and ensure the service quality

- Responsible to welcome only genuine accounts with full required documents for credit facility
- Promote and sell all services and conduct survey on rates and services against competitors
- Identify weaknesses, opportunities, strength and threats in the markets.
- Regular visits on weekly and monthly basis for existing accounts to keep business growth and maintained
- Providing necessary solutions to customers ranging to financial disputes over pending amounts
- Update daily visits on system with quality of customer data
- Maintain Existing customers accounts revenue and handle their issues
- Provide Reports Daily, Weekly & Monthly Sales Activities to sales coordinator and territory manager
- Following up on new prospects on a regular basis
- Payments follow-up with customers.
- Established strong business relations with all clients.
- Ensure customers satisfaction at all level.
- Facilitate coordination with all departments for any customer related issues.
- Submit sales reports on time
- Identifies business opportunities, assesses customer needs, and matches these with SMSA services to acquire new business.
- Ensure that customer prices are reviewed on regular basis and whenever any discrepancy arises between actual and promised volumes, a re-negotiation takes place.
- Establish a profession and healthy pipeline to support this approach and target them accordingly.
- Develop and implement a personal sales plan and call cycle that incorporates initiatives for identifying and gaining new business and maximizes growth of existing customers to achieve the individual sales (volume and profitability) targets
- Performs other assignments as required.

#### General

- Overall supervision of SMSA VIP projects operations.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Coordinate with related department to solve any issues.
- Establish and implement effective sales plans for managing prospects and maintain existing customers.
- Set up and follow the daily call cycle assigned to increase and maintain current and potential customers.

#### 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 Competencie

|                                  |         |
|----------------------------------|---------|
| Communication                    | Level 4 |
| Influence                        | Level 4 |
| Initiative                       | Level 3 |
| Networking/Relationship building | Level 4 |
| Teamwork                         | Level 4 |

### Technical Competencie

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|--|--------------|
| Handling Customer Complaint Knowledge  | Intermediate |
| Language Proficiency knowledge (English)   | Advanced     |
| Learning & Development Knowledge   | Advanced     |
| Liaising and Negotiating knowledge   | Advanced     |
| 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

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| 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

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| Beginner  |
| <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i> |

### Decision Making

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### Key Performance Indicators (KPIs)

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| Abide by the goal setting forms (Individual KPI'S) of the current financial year |
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### Qualification : Education and Experience

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| 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   |
| <br>*Note: Industry Experience wherever its applicable  |

Date Of Release

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|---------------------|---------------------|---------------------|---------------------|
| <b>Prepared By:</b> | <b>Reviewed by:</b> | <b>Approved by:</b> | <b>Endorsed by:</b> |
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| <b>Updated by:</b> | <b>Date:</b> | <b>Approved by:</b> | <b>Date:</b> |
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| <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> |
|                   |              |