

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

Basic Function

Manage, maintain & develop customers business to increase the revenue of a specific industry. Ensure high quality of service is delivered to achieve customer satisfaction. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Monitor market and competition situation, take appropriate actions to prevent business risk within the framework of the current strategies.
- Contribute to the creation, calculation and forecast of the industry handled.
- Maintaining comprehensive records of the industry handled.
- Promote and implement automated solution tools to the customer.
- Monitor and increase trading accounts.
- Develops sales acquisition strategy for the industry handled.
- Expand client database within the handled industry.
- Gathering information of project.
- Preparing presentation to client and proposal.
- Follow up with client and negotiation of fees.
- Coordination with other department.
- Review of contract for any change of terms.
- Follow up the project to ensure quality of process as are applied as agreement.
- Monitor process of project of the policies and procedures through reports.
- Provide customer assistance whenever required.
- Daily Operation of special projects, ensuring proper work procedures are applied as per agreement & contract between SMSA and the institution or company being serviced.
- Assists the Territory Manager in running and controlling special projects for major institution in UAE.
- Ensure all positions of each project filled up in function properly.

- Achieve individual sales targets while meeting customer's needs, achieve target per product and Industry Sales Target.
- Maintain the lost ratio of trading accounts.
- Promote SMSA existing and new services and give necessary support to management in launching services, execution of marketing campaigns and surveys.
- Prepare and submit required reports in a timely manner.
- Support Territory Manager in preparing strategy.
- Implements a client product and service information process to respond to sales client's ill-defined shipping needs.
- Supports the strategic Territory Management structure with all of its entities across the kingdom.
- Overall supervision of SMSA VIP projects operations under.
- Coordination with other department.
- Ensure that policies and procedures are followed.
- Achieve training of Sales Team as per the training plan.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Contributes to the department performance by achieving individual KPI objectives set for the year.
- Complete Employee Survey as per the given percentage.
- Performs other assignment as required
- Report preparation
- AWB automation and reduce manual airway bills
- Ensure New customer /Projects achievement
- Customer retention

General

- Manage, develop and increase revenue of the assigned industry/accounts to achieve sales target.

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 5
Conflict Management	Level 4
Influence	Level 4
Networking/Relationship building	Level 5
Resource Management	Level 3
Team Leadership	Level 5
Technical Competencie	
Compliance Management Knowledge	Advanced
Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (English)	Advanced
Learning & Development Knowledge	Advanced
Liaising and Negotiating knowledge	Advanced
Total Quality Management Knowledge	Advanced
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.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.	
or	
Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position	
or	
Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position	
*Note: Industry Experience wherever its applicable	

Date Of Release

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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: