

Telesales Executive

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

Basic Function

Prospecting new customers and follow up with existing client by calls, regarding the supply, maintenance and solve any issues aside generating new business. Fully understand, drive and promote SMSA Services, vision, culture and values.

KEY Responsibilities

Core

- Manage relationships with allocated small business customers via inbound and outbound phone calls and email communication
- Conduct an agreed number of outbound phone calls per month to ensure regular customer contact
- Conduct and agreed numbers of daily proposals to ensure generation of new business
- Be responsible for retention and share of the wallet growth with existing customers in their portfolio
- Identify Customer revival opportunities within portfolio from the monthly down trader report
- Monitor lost and down trade accounts on monthly basis and conduct calls to all accounts to solve issues and to maintain business
- Generate prospect leads from different channels as online, customers referrals and guides by phone calls
- Responsible to sign and welcome on-board accounts with small profiles and revenue
- Handle enquiries from transactional and on-demand customers
- Follow up on customers quotations to secure business and one-off shipments
- Supports Sales campaign by contacting targeted customers
- Qualify new customers and close opportunities in customer segment
- Involve direct manager in case of prospecting big profile accounts
- Gathering information for potential clients
- Communicate with concerned departments in case of any issue with existing clients
- Follow up with client regarding the supply maintenance and solve any issues.
- Coordinate with field sales high revenue customer.

- Preparing report (FTF Daily report, Risk and lost customer monthly)
- Submit reports and KPI's to sales coordinator on time
- Handling and filed RFR from client.
- Visiting the client if needed.
- Given the customer discount as per policy and procedure of SMSA
- Maintain customers data
- Managed discounts accordingly
- Increase sales revenue and expand client database within the handled industry
- Develops and implement an approach to secure competitors' sales customers to the requirements of the Sales function
- Coordinate to solving any issues relating to payments/approval per company policy/procedures
- Performs other assignments as required
- Self improvements in excel and power points presentation
- Achieve high results for agreed goal setting's
- Achieve monthly and yearly set targets
- Responsible to manage health and efficient pipeline
- Update all shared files for lost quotations and sales leads
- Promote and sell all SMSA services and conduct survey's from the market in term of rates and services against competitors
- Arrange supplies, pickups and special requests for existing clients

General

- Ensure efficient and effective flow of the sales processes within SMSA.
- Coordinate with related department to solve any issues.
- Contact customers; determine need, potential and opportunities for SMSA services; promote and sell SMSA services; administer optional pricing programs when appropriate; close accounts on the phone; involve direct manager for high potential accounts, and respond to leads from Sales, Customer Service and Marketing professionals and Couriers, in order to broaden the customer base and achieve revenue goals.

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

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

Technical Competencies

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

- 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:
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: