

Territory Manager			
Job Title	Territory Manager		
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

Manage a group of sales team, achieve revenue targets, increase revenue and customers data base, get new clients, retain existing clients and ensure collections are maintained within company standard. Fully understand, drive and promote SMSA services, vision, culture and values.

KEY Responsibilities

Core

- Set and implement agreed territory plan that ensure achieving the territory set targets
- Responsible to sign and welcome on board big customers in terms of profiles and revenue
- Manage the assigned sales team through having debriefs, regular reviews, assist in closing deals where needed for both prospects and existing customers development, provide support in solving customers issues internally and externally, ensure training & development requirements are met.
- Analyzing revenue and shipments results and giving directions to sales team to drive quality revenue
- Held responsible to drive the sales team to achieve targets and review results on weekly and monthly basis
- Ensure approvals are taken for rates or special solutions as per company policies and process
- Identify weaknesses, opportunities, strength and threats in the markets
- 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
- Increase sales revenue and expand client base within the territory through acquiring new business, developing and retaining existing customers
- Directly handle the top customers of the territory
- Driving the sales team to achieve territory results by providing high skills leadership, coaching through joint visits and leading by example.
- Prospecting new clients through different channels, online, guides or direct knocking doors and submit daily proposals to new prospect clients
- Meet time lines for KPI setting, appraisals and reporting including weekly, monthly and one off reports for the territory and the sales team

- Update daily visits on system with quality of customer data
- Achieve the goal settings including the KPI's
- Held responsible for the territory team KPI's achievements and submitting reports weekly and monthly
- Ensure the territory have sufficient prospects that the team work on to support achieving the revenue targets and territory KPIs in terms of customer base and existing customers development
- Monitor and insure pipeline quality and efficiency
- Cross checking all field sales Daily & Weekly Activity reports and Journey plans
- Prepare and submit weekly report to the sales coordinator and direct Manager and attend Weekly / daily debrief to discuss & update him on daily business activities.
- 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.
- Monitor market and competition activities, report to Industry Manager Changes in the market and execute agreed actions
- Increase existing and active customer portfolio month vs. month
- Promote SMSA existing and new services and give necessary support to management in launching services, executing marketing campaigns and surveys
- Conduct Survey's on company rates and services against competitors
- 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.
- Register for tenders and insure the of completing requirements till submission
- Promote and implement automated tools to customers to achieve customer satisfaction and effective shipments transactions.
- 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 excel skills
- Daily coordination with Operations department for any customer issues.
- Maintain customer data including contract, correspondence, customer business activities, shipping profile and special requirements
- Assurance of lost and down trade accounts are visited and maintained month VS month and to provide direct manager for reasons behind the lost revenue with action taken
- 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

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 3
Teamwork	Level 4

Technical Competencies

Handling Customer Complaint Knowledge	Advanced
Language Proficiency knowledge (English)	Advanced
Learning & Development Knowledge	Advanced
Liaising and Negotiating knowledge	Advanced
Local Regulations Compliance Knowledge	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

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

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: