

## Sales Manager - Freight Operations Processing

Job Title	Sales Manager		
Division	SMSA Freight Division		
Department	Freight Operations Department		
Section	Freight Operations Processing		
Location		Direct Reports	
Reports To	National Manager	Version Number	1
External Relations		Guide Number	7684
Internal Relations		Job Code	

### Basic Function

Promote / Sale - Qatar Airways Export Cargo business

Generate revenue and grow profit from Customers/Corporates/Cargo Agents/Freight Forwarders/Courier Companies. Focus Sales and Operations under SMSA brand.

### KEY Responsibilities

#### Core

- Implement business module provided by Qatar Airways by floating competitive rates secured and float in the market in order to grow business.
- Secure Special/Spot rates from Qatar Airways in order to compete with competitor airlines.
- Secure business from Corporate Customers/ Cargo Agents/ Freight Forwarder / Courier Companies by offering competitive rates.
- Promote sale through conventional method and e – booking facility provided to the customers.
- Consistently monitor performance and update QR SMSA managements.
- Feed QR with customer/agents' requirements.
- Achieve targets set by the Qatar Airways and SMSA.
- Conduct regular meetings with direct reporting manager/s.
- Inform Qatar Airways with demand and supply of, economic indicators, changing trends and its competitors.
- Ensure rates are competitive and inform space availability to the trade well in advance to all sectors in the QR network.
- Strengthen personal contacts with SAL and other partners in the trade.
- Inform QR and SMSA management useful information from sales activities.
- Prepare and submit required reports in a timely manner.
- Ensure that policies and procedures are followed.
- 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.

#### Team Supervision

- Performance based on sales plan to achieve revenue growth & sales goals.
- Maintain and monitor the regional sales.

## Planning

- Develop effective sales strategy and ensure its timely implementation.
- Deliver strategies directed by Qatar Airways to the dedicated team.
- Lead the national sales regions, maintains, monitor and implement sales plans effectively.

## General

- Achieve sales targets and sales goals.

## EHS

- Ensuring that all safety related equipment and systems, particularly firefighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times.
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel

## Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

## Competencies - Professional and Technical

### Behavioral Competencies

Adaptability	Level 3
Analytical Thinking	Level 3
Communication	Level 3
Planning & Organizing	Level 3

### Technical Competencies

Competition Knowledge	Intermediate
Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Product 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

Intermediate

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

### Decision Making

Support high management for new project.  
Accept or reject any project as per QR & SMSA policy guidelines

### 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

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
<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>