

National Manager - National Sales Management

Job Title	National Manager		
Division	Sales and Marketing Division		
Department	National Sales Department		
Section	National Sales Management		
Location	Head Office	Direct Reports	Industry Key Accounts Executive
Reports To	Director of Sales & Marketing		Version Number 1
External Relations			Guide Number 7138
Internal Relations			Job Code

Basic Function

Manage and develop key accounts kingdom-wide.

Manage, monitor and improve key accounts team to achieve revenue growth from business industries.

Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Provide innovative ideas for business growth.
- Negotiate and close agreements with large customers.
- Provide timely and effective solution aligned with customer needs.
- Promote and implement automated solution tools to the customer.
- Ensure the successful achievement of sales goals of the team members.
- Oversee company sales performance at regional levels.
- Keep current with demand and supply of company products/services, economic indicators, changing trends and its competitors.
- Monitor cost in relation to prevailing competition, and if necessary adjust the price of selling.
- Establish personal networks across all regions.
- Contribute directly towards country revenue and notional result objectives, ensuring delivery of growth rates that enhance market share at planned levels (per country AOP targets), through effective leadership of designated sales channels.
- Follow-up sales process, sales stimulation initiatives and sales training & development.
- Assisting to recognize the areas for improvement in sales force efficiency and effectiveness, thereafter facilitating planning for remedial actions and closure.
- Drive and continuously improve country capabilities through facilitating the action items of in country sales audits.
- Ensure delivery of leading edge sales team learning programs.
- Set the direction for business growth into new and existing customers through Up-selling and Cross-selling.

- Monitor market and competition situation, take appropriate actions to action business risk within the framework of the current strategies.
- Contribute to the creation, calculation and implementation of the budget and forecast of the key accounts.
- Develops and implement comprehensive information files on sales client shipping practices for the industry handled.
- Adapt reporting to KPI requirements of each functional area.
- Maintain the company image of the sales.
- Prepare and submit required reports in a timely manner.
- Preparation of strategy plan of the department.
- Support high management for new project.
- Accept or reject any project not as regarding SMSA policy.
- Purchasing items as limited by authority.
- Solving any issues relating sales department as limited by authority.
- 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.
- Performs other assignment as required.

HR

- Ensure that job vacancies are filled.
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.
- Identify the training needs of the sales force.
- Managing the sales employees' development.
- Prepares manpower plan of sales department.

Team Supervision

- Lead & ensure performances are aligned with the sales plan to achieve revenue growth & sales goals.
- Lead key accounts team, maintains, monitor and implement sales plans effectively.
- Monitoring/measuring staff performance & provide clear direction and performance standard to the team.
- Build sustainable and trusting relationships through a harmonized & well developed sales force.
- Monitor performance metrics and suggest improvements

Planning

- Develop effective sales strategy and ensure its timely implementation.
- Participate in market strategy building by providing useful information from sales activities.
- Establishes sales objectives by forecasting and developing annual sales quotas for the key accounts team; projecting expected sales volume and profit for existing and new products.
- Lead the deployment of area, Saudi Arabia sales strategies and enabling tactics, driving both acquisition and retention of revenue throughout the direct sales, & national customer revenue channels.

- Deliver strategic imperatives adopted in collaboration with sales development initiatives.

General

- Manage key accounts team to 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
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- 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
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

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 Competence	
Adaptability	Level 5
Change Leadership	Level 2
Decision Making	Level 2
Risk Management	Level 1
Team Leadership	Level 5

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

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

Decision Making
<p>Support high management for new project.</p> <p>Accept or reject any project as per SMSA policy guidelines.</p> <p>Purchasing items as limited by authority.</p> <p>Solving any issues relating sales department as limited by authority.</p>

Key Performance Indicators (KPIs)
<p>Abide by the goal setting forms (Individual KPI'S) of the current financial year</p>

Qualification : Education and Experience
<p>●Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent.),Post graduate degree an advantage. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.</p> <p>or</p> <p>●Diploma, certificate courses with over 8 years Logistics experiance, Courier or Freight forwarding industry experience of which at least 3 years has been in Senior management position</p> <p>or</p> <p>●Diploma, certificate courses with over 10 years Logistics experiance, Courier or Freight forwarding industry experience of which at least 5 years has been in management position</p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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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: