

## Account Manager-Freight

Job Title	Account Manager-Freight		
Division	Freight		
Department	Freight		
Section	Freight		
Location	IBU-Egypt	Direct Reports	
Reports To	Freight Manager	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

### Basic Function

Achieve the monthly assigned revenue targets, increase revenue and customer base, gain new clients, retain existing clients and ensure collections are maintained within company standard. Fully understand, drive and promote SMSA vision, culture and values.

## KEY Responsibilities

### Core

- Promote SMSA existing and new services and give necessary support to management in launching services, executing marketing campaigns and surveys.
- Achieving / Exceeding the territory's agreed revenue target.
- Closing deals for both prospects and existing customers through presentations, contracts negotiations, promoting and explaining services features and benefits and solving obstacles raising through contracts negotiations
- Performs other assignments as required.
- Achieve conversion rate
- Customer (New & Existing) visits
- On time reports submission
- Analyzing revenue and shipments results and take corrective actions to drive quality revenue
- Meet reporting time lines including weekly, monthly and one-off reports for the territory.
- Ensure the territory have sufficient prospects to support achieving the revenue targets and territory KPIs
- Prepare and submit weekly report to Freight Manager and attend daily debrief to discuss journey plan, planned activities & update him on daily business matters.
- 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 Freight Manager changes in the market and execute agreed actions.

- Give necessary support to Accounts Receivables 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.
- Develop sales presentations, create sales agreements and coordinate pricing with freight team.
- Daily coordination with Operations team for any customer issues.
- Maintain customer data including contract, correspondence, customer business activities, shipping profile and special requirements

#### General

- Overall supervision of SMSA VIP projects operations.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Ensure proper quality and productivity.

#### 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	
Adaptability	Level 3
Communication	Level 3
Continuous Learning	Level 3
Influence	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Organizational & Environmental Awareness	Level 3
Stress Management	Level 3
Teamwork	Level 3
Technical Competencie	
Handling Customer Complaint Knowledge	Advanced
Knowledge in Consultative Selling Approach	Advanced
Liaising and Negotiating knowledge	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Product 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	
Beginner <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.  <div style="text-align: center;">or</div> Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position  <div style="text-align: center;">or</div> 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>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

<b>Employee Name:</b>
<input type="text"/>

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>
<input type="text"/>	<input type="text"/>