

Accounts Manager

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

Basic Function

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

KEY Responsibilities

Core

- Complete the number of sales visits for both new and existing customers as per the assigned target.
- Achieving / Exceeding the territory's assigned revenue target.
- Closing deals for both prospects and existing customers through presentations, contract negotiations, promoting and explaining service' features and benefits, and solving obstacles raised through contract negotiations.
- Analyzing revenue and shipments results and taking corrective actions to drive quality revenue.
- Meet reporting timelines including weekly, monthly, and one-off reports for the respective territory and assigned customer base.
- Build and maintain a strong pipeline to ensure the territory has sufficient prospects to support achieving the revenue targets and growth as well as territory KPIs.
- Manage customer issues and inquiries, coordinate with other departments, and ensure timely response is provided to ensure high customer satisfaction level is achieved, and existing customers are retained.
- Monitor market and competition activities, report to Country Sales Manager any changes in the market, and execute agreed actions.
- Promote SMSA existing and new services and give necessary support to management in launching services, and executing marketing campaigns and surveys.
- Give necessary support to credit control to achieve collection targets, solving customer payment issues while taking necessary actions in suspending and reactivating credit facilities when needed.
- Give support to customers' special/one-off project requirements, coordinate with stakeholders, and monitor projects until successful implementation is achieved.
- Promote and implement automated tools to customers to achieve customer satisfaction and effective shipment transactions.
- Maintain required documentation for all active, non-active, and prospective clients.

- Daily coordination with the operations and CS department for any customer issues.
- Maintain customer data including contract, correspondence, customer business activities, shipping profile, and special requirements.
- Performs other assignments as required.
- Acquire new accounts as per the assigned target.
- Achieve conversion rate as per the annual assigned target.
- Submit the required reports on a timely manner.

General

- Overall supervision of SMSA new and existing major projects and customers.
- Ensure efficient and effective relationship with assigned customer to protect SMSA share of wallet withing the Egyptian market.
- Coordinate with related department to solve any customer' related issues.
- Effectively support collection team to solve customers' related collection issues.

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
Decision Making	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Visioning & strategic Direction	Level 3
Technical Competencie	
Handling Customer Complaint Knowledge	Intermediate
Knowledge in Consultative Selling Approach	Intermediate
Language Proficiency knowledge (English)	Intermediate
Liaising and Negotiating knowledge	Intermediate
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. & or Any specialized positions like Pharmacist,Brand Advisor etc.must have degree in their specific field),Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry. <div>or</div> Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position <div>or</div> Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 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: