

Manager - Sales

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

Basic Function

To establish, direct, and manage all areas of accountability for the sales department and its respective strategy for SMSA Egypt to achieve the strategic and financial objectives of the company as per the annual KPIs and budget.

Manage and develop the respective sales team to maintain and grow profitable revenue and customer base. Managing and supervising employees to provide excellence by leading, coaching, and training on SMSA service standards and monitoring the staff while solving issues for customers. Fully understand, drive, and promote SMSA's vision, culture, and values.

KEY Responsibilities
Core

- Manage and achieve the assigned country's annual revenue target and other respective KPIs.
- Monitor and guide the country business performance to ensure effective and efficient management of the sales resources.
- Lead Egypt sales strategies and enabling tactics, driving revenue acquisition and retention throughout the Tele Sales, Field Sales, and regular revenue channels.
- Achieve conversion rate as per the annual assigned target
- Create & develop sales presentation for customers.
- Build sustainable and trusting relationships through a well-harmonized and well-developed sales force.
- Identify weaknesses, opportunities, strengths, and threats in the markets.
- Ensure that customer prices are reviewed regularly and whenever any discrepancy arises between actual and promised volumes, a re-negotiation occurs.
- Contribute directly towards country revenue, ensuring delivery of growth rates that enhance market share at planned levels (per country AOP targets), through effective leadership of designated sales channels.
- Facilitate sales team requirements from other departments and support whenever needed.
- Respond to client queries/complaints
- Follow-up sales Process, sales stimulation Initiatives, and sales training and development.

- Assist the sales team in recognizing the areas for improvement in sales force efficiency and effectiveness, thereafter facilitating planning for remedial actions and closure.
- Drive and continuously improve country capabilities by 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 situations, and take appropriate actions versus business risk within the framework of the current strategies.
- Coordinate with related departments (Finance, Marketing, IT, Operations & others)
- Regularly review all customer contracts and respective documents to match the market practice and apply any changes if needed.
- Follow up with customers to ensure a quality service has been provided to customers as per SMSA's SLA & and agreement.
- Supervise and guide respective team to meet deadlines and department objectives.
- Ensures collective high team performance standards, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- In a timely manner reports submission.
- Coordinate to solve any issues relating to payments/approval per company policy/procedures and budgets.
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other criteria.
- Achieve the expected levels of service, quality, and cost control in a changing technological environment, where customer contact methods and expectation levels are continually developing.
- Apply and control customer rates price increase if that assess business goals.
- Build and maintain the country overall pipeline for prospect customers

HR

- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.
- Preparing and developing any training needs.
- Adapt reporting to KPI requirements of each functional area.
- Monitor/measure staff performance via Reports.
- Develop, coach, and cross-train subordinate staff members.
- Coordinate with HR for new hire and training needs and other staff issues.
- Review employee progress as related to quality and productivity objectives and participate in the development of programs to improve overall call-handling results.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.
- Hire staff to fill vacancies.
- Control the respective team turnover.

Team Supervision

- Supervising staff and ensuring completion of overall daily sales-related tasks.
- Support sales members via regular co-visits and coaching whenever needed.
- Monitor Team Daily Performance, KPIs, and services level.
- Monitor standards and timely production of reports generated by the team.
- Supervise and guide the assigned team to meet tight deadlines and department objectives.

Planning

- Arrange the strategic plan of the department on a country level.
- Preparing manpower plan for the sales department.

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

Adaptability	Level 4
Analytical Thinking	Level 4
Communication	Level 4
Conflict Management	Level 4
Decision Making	Level 4
Influence	Level 4
Initiative	Level 4
Networking/Relationship building	Level 4
Organizational & Environmental Awareness	Level 4
Planning & Organizing	Level 4
Resource Management	Level 4
Stress Management	Level 4
Team Leadership	Level 4
Visioning & strategic Direction	Level 4

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 the sales team by applying the authority matrix.
 Support high management for new projects.
 Ensure compliance while negotiating any new project.
 Solving any issues relating sales department as limited by authority.

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: