

Supervisor - Telesales

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

Basic Function

Manage Tele-sales team members in developing existing accounts while expanding new customer base as well as leveraging customers' satisfaction level., to achieve revenue targets and deliver customer satisfaction.

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

KEY Responsibilities

Core

- Manage and achieve/exceed Tele-sales revenue target (Domestic/International).
- Expand customer base by acquiring new business.
- Increase active customers and develop business from new and existing customers.
- Ensure that Tele-sales has sufficient business prospects in order to achieve revenue target." Pipeline "
- Analyze revenue and shipment results and take corrective actions to drive quality revenue.
- Prepare and submit required reports in a timely manner.
- Employee Satisfaction Survey.
- Manage customer issues and inquiries, coordinate with other departments, and ensure timely response is provided, to ensure that a high customer satisfaction level is achieved, and existing customers are retained.
- Monitor market and competitor activities.
- Promote and implement automated tools to customers.
- Maintain required documentation on all active, non-active, and prospective clients.
- Ensure that pricing guidelines are always applied and profitability targets for customers are met.
- Ensure that customer prices are reviewed regularly and whenever any discrepancy arises between actual and promised volumes, a re-negotiation occurs.
- Maintain customer data including contracts, correspondence, customer business activities, shipping profiles, and special requirements.
- Established strong business relations with all clients.
- Ensure customer satisfaction at all levels.

- Develop and implement a personal sales plan and call cycle for team members.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Contributes to the department's performance by achieving individual KPI objectives set for the year.
- Achieve conversion rate as per the annual assigned target

General

- Provides necessary support to tele sales members to achieve common goals.
- On going coaching and desk riding to enhance team sales skills.

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 3
Communication	Level 3
Conflict Management	Level 3
Continuous Learning	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Organizational & Environmental Awareness	Level 3
Planning & Organizing	Level 3
Stress Management	Level 2
Team Leadership	Level 3
Teamwork	Level 3

Technical Competencies

Competition Knowledge	Intermediate
Dangerous Goods Knowledge	Intermediate
Handling Customer Complaint Knowledge	Intermediate
Language Proficiency knowledge (Arabic)	Intermediate
Language Proficiency knowledge (English)	Intermediate
Liaising and Negotiating knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Product Knowledge	Intermediate
Sales Knowledge (Stages of Sales Process)	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

Intermediate

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

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 four (4) years of relevant work experience, 2 years of which should be in

Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Supervisory position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-05 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: