

## Telesales Executive

Job Title	Telesales Executive		
Division	Sales		
Department	Sales		
Section	Sales		
Location	IBU-Egypt	Direct Reports	
Reports To	Tele Sales Supervisor	Version Number	1
External Relations		Guide Number	
Internal Relations		Job Code	

### Basic Function

Identifying and calling on potential new customers, creating value propositions that meet the customer's needs, managing implementation, developing ongoing customer relationships and troubleshooting customer problems. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Achieve monthly/Annual revenue target
- Acquire new accounts as per requirement
- Increase sales revenue and expand client database within the handled industry/area.
- To complete a minimum number of calls to customers as per the assigned target on daily basis for both new and existing customers.
- Manage relationships with allocated small business customers via outbound phone calls and email communication
- Submit related reports on a timely manner.
- Retain SMSA share of wallet growth with existing customers in their portfolio
- Handle inquiries from transactional and on-demand customers
- Supports Sales campaign by contacting targeted customers
- Qualify new customers and close opportunities in customer segments.
- Gathering information for potential clients.
- Preparing monthly reports to show on risk and lost customers.
- Handling and filed RFR from client.
- Visiting the client if needed.
- Maintain customers' data,
- Coordinate to solving any issues relating to payments/approval per company policy/procedures.
- Performs other assignments as required.

#### General

- Ensure efficient and effective flow of the sales processes within SMSA.
- Coordinate with related departments to solve any issues.
- Contact customers; determine need, potential, and opportunities for SMSA services; promote and sell SMSA services; administer optional pricing programs when appropriate; gain new accounts over the phone; forward high potential leads to Account Executives/Account Managers, and respond to sales leads from Customer Service and Marketing professionals and Couriers, in order to broaden the customer base and achieve revenue goals.

## 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 2
Communication	Level 2
Continuous Learning	Level 2
Initiative	Level 2
Stress Management	Level 2
Teamwork	Level 2

### Technical Competencies

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

### 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

\*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

Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 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>
<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<b>Employee Name:</b>			

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>