

Business Development Manager- Freight			
Job Title	Business Development Manager- Freight		
Division	SMSA Freight Division		
Department	Freight Management Department		
Section	Freight		
Location	IBU-Kuwait	Direct Reports	
Reports To	Country General Manager	Version Number	1
External Relations	Customers	Guide Number	7692
Internal Relations	All Departments	Job Code	

Basic Function

Assist the company to grow and expand the SFD department by reaching existing/ new customers and developing new business avenues by creating a valuable corporate image, and keep developing new products and opportunities. Manage and develop the SFD Sales and operation Team to maintain and grow profitable revenue. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Manage and achieve SFD revenue budget for the country.
- Contribute directly towards country notional results by ensuring growth and increasing market share as planned.
- Manage profitability of the SFD product
- Manage and develop a portfolio of prospect / existing major customer through building strong relations and communication to ensure that customer needs and revenue objectives are recognized and met.
- Monitor, manage, and guide the SFD Sales and operation team and to achieve their individual and team targets.
- Deployment of sales strategies and enabling tactics, driving both acquisition and retention of revenue through the sales channel.
- Assist in establishing customer agreements and ensure that pricing guidelines are always applied and profitability targets for customers are met.
- Ensure proper cost allocation and billing for all freight product is done on an timely manner
- Gather pipelines from sales department across the organization, assist and support sales team for successful business deals.
- Ensure all SFD processes are complete, uploaded on GUIDE, implemented in SFD/ Sales channel and monitored for compliance.
- Focus on improving agency relationship globally with freight forwarders thus benefiting in gaining better long terms competitive rates to support air / sea import enquiry's generates by the sales team
- Drive continuous improvement of country capabilities through market information and/or action items of sales audit.

- Ensure customer database quality is maintained by the Sales force and all the information is available in SIBEL.
- Monitor market and competition, take appropriate actions that will reduce or eliminate any business risk within the framework of the Company strategy objectives and/or procedures.
- Coordinate with other internal departments for any issues or developments (IT, Operation, CS and others).
- Analyze customer performance and trading commitments.
- Review of existing and new contracts and/or contracts amendments.
- Maintain direct contact levels with strategic and major account customers.
- Ensure service quality is maintained and service issues are addressed promptly to maximize customer satisfaction and retention rates.
- Ensure self and team meet deadlines and department objectives.
- Monitor staff performance and ensure timely production/submission of all SFD-related report on performance and KPIs as agreed.
- Problem-solving for team.
- On the job coaching, training, and development of SFD Sales and operation team.
- Performs other assignment as required by the Sales Manager or CGM

HR & Administrative

- Ensure all budgeted positions are hired on timely manner.
- Recruit, train, and motivate the SFD Staff to ensure necessary quality and quantity of staff are deployed to meet department's objectives and maximize customer satisfaction.
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.
- Preparation and development of any training needed.
- Adapt to reporting to KPI requirements of each functional area.
- Identifies, recommends, and organize internal or external coaching, training requirements for the Sales team.

Team Supervision

- Ensure the team accomplishes their daily sales-related tasks.
- Supervise and guide individuals of the team to meet tight deadlines and accomplish their individual objectives.
- Ensures each member of the team is in compliance to all the company standards, process and/or policies at all times.
- Conduct all individual KPIs and performance reviews.

Planning

- Contribute to the creation, calculation, and implementation of the SFD sales budget and forecast
- Resource planning
- Strategic planning for revenue and growth
- Staff training and development
- Annual Operating Plan

- New product or product development

General

- Overall management and supervision of SMSA SFD-related operations.
- Ensure efficient and effective flow of the SFD processes within SMSA.
- Development review recommendations for improving SFD policies.
- Coordinate with related departments to solve any issues.
- Ensure the staff exhibit high-levels of integrity and ethical behavior.
- Prepares annual plan of business development.
- Develop & enhance existing product.
- Manage and achieve/exceed new business development target of the area of specialization.

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
Conflict Management	Level 3
Continuous Learning	Level 3
Decision Making	Level 3
Influence	Level 3
Networking/Relationship building	Level 3
Planning & Organizing	Level 3
Technical Competencie	
Compliance Management Knowledge	Intermediate
Knowledge in Consultative Selling Approach	Advanced
Learning & Development Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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	
Intermediate <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
Decision Making	
Staff Related Issues Contract and pricing level Target setting Cost Control as per Budget Purchasing Items as per authority matrix	
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: