

Account Executive			
Job Title		Sales Agent	
Division		Sales	
Department		Sales	
Section		Sales	
Location		Direct Reports	
Reports To	Sales Manager	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

- Physical visits to prospect customers and or door to door visits to collect leads and customer information
- Maintain and develop customer revenue within the assigned area.
- Ensures increase in customer and trading database by signing new contracts and convincing customer to trade
- Ensure Customer Retention maintained by visits, solving issues of customers, cross selling and using different brick walling methods to improve customer satisfaction, experience and loyalty
- Promotes SMSA products and services to all prospective customer in the database identified
- Manage and develop a portfolio of existing customers through building a strong customer relations and communication to ensure that customer's needs are recognized and met.
- Develop and implement an effective approach to collect and identify other competitor's clients name and information on regular basis.
- Sending quotations and proposals to clients and following up on new prospects business or contract closure on a regular basis.
- Establish customer agreements and ensure that pricing guidelines, discount matrix are always applied and profitability targets for customers are met.
- Identifies business opportunities, assesses customer needs, and matches these with SMSA services to acquire new business.
- Ensures other KPI's like Revenue, new business, activated wins and visits are achieved as per targets.
- Ensure that customer prices are reviewed on regular basis and whenever any discrepancy arises between actual and promised volumes, a re-negotiation takes place.
- Provide Daily, Weekly & Monthly Sales Activity reports and or other report defined or requested by the management on a timely manner.

- Reporting on Market Trends and present activities changes within the competitor business
- Responsible for achieving the monthly automation target of accounts.
- Follow up payments from credit default customers.
- Identify weaknesses, opportunities, strength and threats in the markets.
- Overall working to achieve and reach sales target and revenue and increase customer awareness about SMSA brand in the market .
- Facilitate coordination with all departments for any customer related issues and ensure timely resolution to customer issues or problems and enhance customer satisfaction / Experience.
- Establish a profession pipeline to support growth of the assigned area in an approach to achieve assigned target
- Develop and implement a personal sales plan and call cycle that incorporates initiatives for identifying and gaining new business and maximizes growth of existing customers to achieve the individual sales (volume and profitability) targets
- Performs other assignments as required or requested from the management from time to time.

General

- Ensure efficient and effective flow of the sales processes within SMSA.
- Coordinate with related department to solve any issues.
- Establish and implement effective sales plans for managing prospects and maintain existing customers.
- Set up and follow the daily call cycle assigned to increase and maintain current and potential customers.

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
Teamwork	Level 3

Technical Competencies

Knowledge in Consultative Selling Approach	Intermediate
Liaising and Negotiating knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 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: