

Industry Manager

Job Title	Sales Executive Representative		
Division	Sales		
Department	Sales		
Section	Sales		
Location			Direct Reports
Reports To	Sales Manager		Version Number 1
External Relations	Customers		Guide Number
Internal Relations	All Department		Job Code

Basic Function

Maintain and develop assigned territory to achieve business targets and sales goals. Fully understand , drive and promote SMSA products, vision, culture and values

KEY Responsibilities

Core

- Manage and achieve / Exceed sales target within the assigned territory
- Set and implement agreed territory plan that ensure achieving the territories agreed results.
- Increase sales revenue and expand client base within the territory through acquiring new business, developing and retaining existing customers
- Establish new customer agreements/ contracts as per pricing guidelines and standards that are profitable
- Ensure customer prices are reviewed on regular basis and whenever any discrepancy arise between actual and promised volumes re-negotiation takes place
- Develop and implement an effective approach to identify and collect competitor name and information on a regular basis
- Meet time lines for all reporting including daily, weekly, monthly and one off reports for the territory mandated as well as requested by the Sales Manager
- Ensure the territory have sufficient prospects that is work on to support achieving the revenue targets, New business targets, activated wins and territory KPIs in terms of customer base and existing customers development
- Manage customer's issues and inquiries, coordinate with other departments, and ensure timely response is provided, high customer satisfaction level is achieved and existing customers are retained.
- Monitor market and competition activities, report to Sales Manager changes in the market and execute agreed actions.
- Promote SMSA existing and new services and give necessary support to management in launching services, executing marketing campaigns and surveys.
- Give necessary support to credit control to achieve collection targets, solving customer payments issues while taking necessary actions in suspending and reactivating credit facility when needed

- Give the support in customers special / one off project requirements, coordinate with stakeholders and monitor project until successful implementation is achieved.
- Promote and implement automated tools to customers to achieve customer satisfaction and effective shipments transactions.
- Maintain required documentation on all active, non-active, and prospective clients.
- Develop sales presentations, create sales agreements and coordinate pricing with finance
- Daily coordination with Operations department for any customer issues.
- Identify weakness , strength, opportunity and threats in the market and report it to the Sales Manager or Management as required
- Performs other assignments as required and informed by the management time to time

General

- Overall supervision of SMSA VIP projects operations.
- Ensure efficient and effective flow of the sales processes within SMSA.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.

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
Continuous Learning	Level 3
Initiative	Level 2
Teamwork	Level 2

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

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 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: