Lead Qualifier

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

Generate qualified leads through outbound & inbound calls. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Generate quality sales opportunities to be closed by field sales & telesales.
- Build B2B relationships regarding our product and service offerings.
- Update and maintain client and prospect data in our Sales Database.
- Grow the Sales Database through networking and prospecting.
- Adapt to change as the business grows.
- Generate and record leads from outbound telephone marketing calls.
- Execute an effective sales plan via outbound telephone calls to consistently meet or exceed weekly and monthly activity target.
- Identify high revenue prospects and makes timely and effective transfers to the Sales Team.
- Provide and maintain a high level of excellence in customer satisfaction in all prospect calls.
- Maintain and manage files, prospects/ lead information and any other data available about the customer.
- Helps in maintaining existing customers.
- Perform analysis and with regard to leads and prospects generated.
- Assists the Sales Manager and Sales Team in developing business opportunities in the region.
- Promote SMSA's image and values through outstanding levels of personal appearance, presentation and behavior to encourage the customer's confidence in SMSA's standards.
- Prepare and submit required reports in a timely manner.
- Assists customer needs in times of sales executive unavailability.
- Monitor account sign-ups to ensure the quality of generated qualified leads.
- Generate qualified leads daily to increase sales customer base.

- Contributes to the department performance by achieving individual KPI objectives set for the year.

- Assist Sales Team with any Projects ongoing that requires administrative assistance

- Manages and provides Special Rates all adhock quotations requested by Sales team on a daily basis

- Ensure that policies and procedures are followed.

- Ensure efficient and effective flow of the sales processes within SMSA.

- Performs other assignments as required and or requested by the Sales Manager

General

- Contact prospects customer from different sources such as telephone directory, CS tickets, internet, etc.

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 1
Communication	Level 2
Continuous Learning	Level 2
Teamwork	Level 3

Technical Competencie

Knowledge in Consultative Selling Approach	Beginner
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.

<center>or</center>

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

<center>or</center>

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: