

Sales Coordinator			
Job Title	Administrative Coordinator		
Division	Sales		
Department	Sales		
Section	Sales		
Location		Direct Reports	
Reports To	Country Manager	Version Number	1
External Relations		Guide Number	
Internal Relations	All departments	Job Code	

Basic Function

Performs various Sales and executive secretary duties within the Country. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

General

- Handling incoming calls from customers whenever required
- Receive, monitor, qualify and Assign leads to the respective sales territory that is generated from all sources
- Monitor and resolve all sales related tickets incoming (CORE)
- Prepare Sales proposals and contract and ensure that all related documents , commercial approvals are submitted by sales for any new account opening and or contract
- Performs various data analysis, sales office administration and executive secretary duties for the Sales Manager and Country General Manager.
- Prepares and distribute daily, weekly and monthly reports as required by Sales Manager on a timely basis
- Analyzes sales targets against the actual sales.
- Filing of all sales related documents (Credit Application, RFR, MDA, MOM, etc.)
- Maintaining all File and File Registers for the CGM, CSM and Sales Department
- Follow up with departments or individual and consolidate all CGM reports required on a weekly, monthly and yearly basis.
- Performs other administrative assignments / task as required or requested by the Sales Manager for Retail , CS and or any other department
- Coordinate and ensure all Sales and General management process and procedures are up to date and uploaded on GUIDE

Correspondence and Meeting

- Assist in the planning and preparation of meetings, conferences and conference calls.
- Handle incoming mail and other material for the Country Manager and Sales Department.

- Recording all minutes of the meeting, consolidating and distributing to all the participants.

Filing systems

- Maintain the Country Manager and Sales Filing system including the file registers associated uploaded on GUIDE

Organize

- Coordinate the flow of information both internally and externally.
- Organize and store paperwork, documents and computer-based information.

Other

- Assist the Country General Manager for any task as requested.

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 2
Analytical Thinking	Level 1
Teamwork	Level 2

Technical Competencie

Language Proficiency knowledge (English)	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
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

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

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Updated by:	Date:	Approved by:	Date:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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: