

Sales, CS & RTL Manager

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

Basic Function

Responsible to provide leadership. Prepare the yearly operating plan and executing/implementing them in the respective department (Sales, Service Center & Customer Service). Process and procedures are followed. Utilization of resources, consistent growth in sales and profitability within the Sales and Service Center functions. Manage Internal and external relationship with consistent customer service deliverables. Fully understand, drive and promote SMSA Vision, Culture and Values.

KEY Responsibilities

Core-Sales

- Manage and achieve revenue budget for the Country
- Manage, Responsible and administer the Top Major Customer Portfolio of the Country
- Monitor, manage and guide sales team to achieve their individual and team sales targets
- Contribute directly towards country notional results by ensuring growth and increasing market share as planned
- Deployment of sales strategies and enabling tactics, driving both acquisition and retention of revenue through the sales channel
- Monitor and promote customer automation
- 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
- Analyze Customer performance and trading commitments
- Review of existing, new contracts and or contract 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.

Core-Customer Service

- Achieve the expected levels of service, quality, and cost control in a changing technological environment, where customer contact methods and expectation levels are continually developing.
- Manage escalated customer calls in a professional manner to re-instill customers' faith in SMSA and avoid further escalation.

- Handle, Manage, Analyze and take appropriate actions over customers' complaints and escalation for the country.
- Maintain desired Service Level within the department.
- Ensure efficiency of staff.
- Verify availability of trace and shipment within services level.
- Take measures to reduce the occurrence of service failure.
- Personally visit customer to solve any issues.
- Participate in the development, implementation, and update of all aspects of Customer Service Training

Core-Service Center

- Ensure the Service Center Department revenue growth meet the planed target.
- Ensure Service Center services are available as planned.
- Scheduled and spot Visit Service Centers
- Monitor demonstrates consultative behaviors to ensure friendly, polite, expert service is delivered to all customers
- Evaluate the efficiency and productivity of Service Center staff in creating positive customer experiences.
- Implement all shipping related services and activities.
- Ensure collective high standards of performance from the team, communicating/ allocating work requirements, priorities, expectations, and responsibilities.
- Coordinate to solving any issues relating to payments/approval per company policy/procedures and budgets.
- Supervise Service Center team to meet tight deadline and departments objectives

Core-Performance Management

- Ensure JD's and KPI's for each individual staff are prepared and distributed
- Ensure proper training, understanding and communication of individual KPI's are done.
- Ensure each staff understands the KPI structure , his/her deliverables and the measurement criteria
- Monitor staff performance (KPI's) daily, weekly or monthly as per plan
- Preparation and Distribution of Targets, goals and or KPI's daily, weekly , monthly , quarterly or yearly.
- Adapt reporting to KPI requirements of each functional area.
- Communication with the all staff on daily/weekly/monthly goals, performance to plan key performance metrics, customer issues and company initiatives.
- Monitor and ensure timely production / submission of all report on performance and KPI's as agreed
- Conduct all Individual KPI's , performance reviews

Core-HR Related

- Recruit, train and motivate the staff to ensure necessary quality and quantity of staff are deployed to meet department objectives and maximize customer satisfaction
- Ensure all budgeted positions are hired on a timely manner
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.
- Ensure the staff exhibit high levels of integrity and ethical behavior

- Review employee progress as related to quality and productivity objectives and participate in the development of programs to improve overall staff performance
- Develop and implement incentive, campaign and appreciation programs for Department that will help motivating and encourage the team
- Ensure retention of employees as per agreed standards

Core-Quality Management

- Ensure all department maps, process, policies and work instructions are up to date and uploaded on GUIDE
- Ensure that the GUIDE process are understood and followed by each employee in the Sales , Service Center and CS departments and monitor compliance
- Development review recommendations for improving process, policies and recommend / make or initiate necessary changes.
- Ensure Customer database quality are maintained by the sales force and data quality reviewed periodically
- Ensures each member of the team are in compliance to all the company standards, process and or policies at all time
- Ensure all reports by individual, department or team are produced and distributed on time or as agreed schedules.

Core-Budget

- Prepare departmental annual plan (Sales , CS & Service Center)
- Contribute to the creation , calculation and implementation of the country sales, CS & Service Center budget and forecast
- Resource Planning
- Strategic Planning for Revenue, Growth and expansion

Core-Marketing

- Marketing strategy for Bahrain Market
- Brand and Branding guidelines - implementation , monitoring and compliance
- New Product or Product Development within Bahrain
- Implementation and roll out of any new product or services within the country
- Coordinate with Marketing Department for any projects and or marketing requirements for Bahrain
- Responsible for the customer and staff surveys

Core-Training & Development

- Identify Training needs for individuals and department
- Communicating training needs to Training department, organizing and scheduling the yearly and or adhock training calendar
- Ensure constant coaching is performed for supervisors or individual in team as per gaps identified
- Develop, groom, coach, functional or cross functional subordinate or staff members.
- On Job Coaching and Training for the Team or individual

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

Communication	Level 2
Creative Thinking	Level 3
Decision Making	Level 3
Initiative	Level 3
Networking/Relationship building	Level 3
Team Leadership	Level 3
Teamwork	Level 2

Technical Competencies

MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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

*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: