

Telesales 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

To be in contact with prospect or existing customers, offering and promoting full range of SMSA services telephonically, to increase and improve revenue, profitability and customer database for the sales channel.

KEY Responsibilities

Core

- Calling a database of customers provided and or identifying prospective customers from different methods eg. Yellow Pages, Internet , newspapers etc. to profile and introduce SMSA service and brand on the phone
- Create a portfolio of prospect customer database , identify needs and sell SMSA service telephonically
- Identifies business opportunities, assesses customer needs, and matches these with SMSA services to acquire new business.
- Ensures increase in customer and trading database by signing new contracts and convincing customer to trade
- Ensure Customer Retention maintained by regular calls, solving issues of customers, cross selling and using different brick walling methods to improve customer satisfaction, experience and loyalty
- 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.
- Ensure that customer prices are reviewed on regular basis and whenever any discrepancy arises between actual and promised volumes, a re-negotiation takes place.
- Sales and Marketing Mail Shots and communication of campaigns.
- Achieve revenue, volumes, new business and activated win targets
- Provide Daily, Weekly & Monthly Sales Activity reports and or other report defined or requested by the management on a timely manner.
- Reporting on any 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.
- 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.
- Performs other assignments as required or requested from the management from time to time.

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 1
Teamwork	Level 2

Technical Competencies

Knowledge in Consultative Selling Approach	Beginner
Liaising and Negotiating knowledge	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	Beginner

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 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:

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: