JD-033

Sales ISP

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| Position Name | Inside Sales Person | Position level |  | |
| Manager’s position name | Team Leader–Sales | Manager’s position level |  | |
| Purpose of the position   1. Why the positions exists | | | |
| Responsible for handling customers Inquiry’s, Orders, ASN, Daily communications, Payments transactions and monitoring FG stock. Keeping close track on customer monthly schedules by weekly meeting with SCM. | | | |

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| Dimensions of the position |
| Employees: -Individual  Customers: -External Customers.  Budget (Cr): -Individual Target |

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| Communications | | | |
| Stakeholder | Internal/External | Nature of relations | Frequency |
| PPC | Internal | * Weekly dispatch plans review * Customer escalations | Weekly |
| QA | Internal | * Communication with QA regarding open Claims and their closure timeline | Regular |
| Top Management | Internal | * Sending key updates at customers and sales data update in the defined formats | Regular |
| NPD | Internal | * Communication regarding development parts and their submission plan to customer. | Regular |
| Warehouse | Internal | * Communication regarding the customer specific packing requirements and weekly/Daily dispatch schedules | Regular |
| Customer | External | * Handling customer query’s and respond with in defined timeline | As Per schedule |

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| Personal Profile | | | |
| Education | | B.E./B.Tech(Mechanical)/MBA | |
| Skills | | 1. Bachelor's degree in Business Administration or Management, Marketing, or related field is preferred. 2. Proficiency in all Microsoft Office applications and Customer Relationship Management (CRM) software. 3. Proven sales experience. 4. Strong analytical and problem-solving skills. 5. Excellent negotiation and consultative sales skills. 6. Effective communication skills. 7. Exceptional customer service skills. | |
| Relevant Experience:  3-5 years of experience in related industry. | | | |
| S.N. | Key Responsibility & Key Tasks | | Measures |
| 1 | * Maintaining long- Term relationships with existing customers. * Actively sourcing new sales opportunities through calling and emailing. * Developing in-depth knowledge of product features and benefits. * Utilizing virtual meetings to build relationships with new customers. * Processing customers purchase orders and liaising with the PPC department to ensure the timely delivery of ordered products. * Creating a sales pipeline to accurately meet sales Budgets. * Following up on sales inquiries that are made by potential customers through website, emails, and inbound calls. * Setting up face-to-face meetings between potential customers and Outside Sales Representatives. * Update on Weekly AR Report * Update on Budget sheet fortnightly * Update on FG Stock Report fortnightly * Regular Update on all reports related to TQM as per defined frequency | |  |

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| Rev. No. | Content | Rev. Date | Approved |
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| Prepared By : | Checked By : | Approved By : |
| Issue/Rev. no. |  | Rev. Date |