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| JD – Sales Manager & Customer Relations |

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| **Company Name** – Boltcargo (India) Pvt Ltd | **Company link** - [www.boltcargo.com](http://www.boltcargo.com) |
| **Location –** Mumbai | HO | **Department** – Sales and Business Development |
| **Title** – Assistant /Deputy Sales Manager | **Designation -** Assistant /Deputy Sales Manager |
| **Grade – 2** | **Experience-**  7 + yrs. |
| **Reporting-** Head of Sales and Business Development | **Qualification-** Graduate in any discipline + MBA / PGDM Marketing |

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| **ROLES & RESPONSIBILITIES** | |
| Primary  Position Objectives | To Develop and manage a group of Key Accounts to achieve designated sales targets through the implementation of appropriate and unique strategies for these Key Accounts.  Work closely with various business departments in order to maintain and further develop the relationships with the Key Accounts.  Manage the customer account planning cycle and ensures that the client’s needs and expectations are met by the business.  Sales incumbent is responsible for the achievement of sales targets and revenue Targets |
| Key responsibilities | **Account Management & Maintenance:**   * Prepare business plan for upcoming Financial Year * Identify and connect with the potential customer base * Manager Sales is tasked primarily with managing and maintaining the key client accounts. * Maintains knowledge and awareness of competing products/services, discount and pricing structures, and overall strengths and weaknesses in order to determine how best to service and motivate key accounts to stay with the business. * Develop the required and suitable products and pricing process for an integrated solution sale across the portfolio. develop products that could be then sold to the wider market and scaled up * Play key role in setting up a control tower to service clients across the portfolio * Maintains an updated sales funnel and participates in regular sales reviews ,maintains data and information relevant to key accounts for the purpose of conducting analyses that influence account-specific decision making. * Responsible for ensuring that profitable sales volume and strategic objective targets are met for the assigned accounts. He is also responsible for assessing, |

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|  | clarifying, and validating the customers’ needs on an ongoing basis, maintaining high customer satisfaction ratings that are up to the business’s standards.   * Regularly follows up with the customers regarding business and timely collections of the business’s products in order to obtain feedback on their level of satisfaction and note areas of sales performance improvement. * Sales Manager leads solution development for the identified improvement areas, understand the logistics chain for key Account customers, create value driven solutions for the customers across the businesses. * Own and develop the Annual Marketing Plan * Responsible for Business Development plans and budgets to achieve targets on volume * In depth knowledge sharing of the EXIM industry landscape and clearly understand our competitors across major focus regions. * Own & manage all Customer Relations including setting up an efficient customer service process in all the departments that deal with customers . * Develop and Implement Customer Management Tools to ensure high Quality of customer service |
| **QUALIFICATIONS & COMPETENCIES** | |
|  | * Post -graduate preferably with a Masters Management Degree / Diploma in Business Management from a reputed Institution. * Minimum of7 and above years of experience in Commercial or Sales functions in a FTWZ/ SEZ / Logistics / Freight Forwarding Company or in Supply Chain Management dept. of Major MNC’s. * Exceptional communication skills backed by strong listening skills to understand underlying customer needs tap hidden opportunities and make a compelling case within and outside the organization for new product / revenue streams. * Knowledge of client, Customs and regulatory requirements. * Excellent ability to push the envelope to meet stretch commercial targets and budgets. * Good interpersonal skills, excellent team building capabilities, planning, co-ordination and decision-making skills. |