

Terms of Reference for the position of Sales Executive, Business Division

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| 1. Position title | : Sales Executive |
| 2. Position level | : 15/O3 |
| 3. Employment status | : Regular |
| 4. Education | : Class 12 th Pass |

Duties and responsibilities

- Improve revenue of the organization by maintaining good interpersonal relationship with B2B clients and walk-in customers.
- Improve sale of product / services by providing the service to the clients and managing the channel partners.
- Understand the current markets and provide market trend information to managers.
- Assist the Manager in Formulating sales and distribution strategies prior to the launch of the services.
- Maintain operational records and reports to project sales and determine profitability for the unit.
- Co-ordinate sales and distribution by establishing sales types (like Item types, Model, etc)
- Come up with new ways of enhancing relationship with the clients.
- To take responsibility for achieving sales target for the financial year.
- Represent company along with manager at trade association fairs to promote products/services.
- Assist the manager in assessing marketing potential of new and existing products, considering the demand and supply of the product.
- Collect feedbacks from clients and report to the manager for decision-making.
- Perform weekly stock count and provide report to the manager.
- Maintain sales record and update sales register in system and manually (if required by Manager/HoD), which will help us in determining the number of sales made.

- Maintain stock record, which will help in determining dead stock, stock remaining and stock for purchase.
- Shall be responsible for stock movement (inward and outward) and shortage/excess if found during physical verifications.
- Mandatory daily cash deposit and closing as per FAD/Cashier timing.
- Mandatory daily closing of cash/cheque and carry out settlement with Cashier.
- Ensure daily settlement of payments (unsettled figures, debtor suspense and TR report) received with trade receivable team/person and within stipulated time.
- Shall participate in trainings and keep abreast with the company's business system in place (currently ERP) and shall update the system at all times.
- Ensure correct data punching in ERP and shall be responsible for reports generated from ERP or current system in place.
- Shall carry out any official work delegated by Supervisor/HoD

Functional Competencies

- Set challenging targets and achieves them within time frame.
- Willingness to accept new assignments and relocate.
- Take responsibility and complete the task assigned within the time frame.
- Initiate creative ideas to sell more products and implement them.

Job Knowledge/Technical Expertise

- Should have basic knowledge of Excel, Word and PowerPoint etc.
- Should be fluent in English as well as Dzongkha.
- Should be smart enough to explain product details to customers.
- Should have basic knowledge of product configuration that we sell.

Promoting Organizational change and Development (Assisting individuals to cope up with the change)

- Provide knowledge transfer to new colleagues in the team about process, policies etc.
- Provide knowledge to co-workers about new products and services that we are selling.

Client Orientation

- Anticipate client needs.
- Enable smooth relationship between client and the service provider.
- Keep clients informed of problems or delays in the provision of service.
- Create innovative ideas to attract new clients and maintain existing clients.
- Provide proactive service to the client.

Core competencies

- Promote ethics and integrity, creating organisational precedents.

- Support business acumen.
- Promote open communication.
- Articulate the business information succinctly to clients.
- Share knowledge across organization and built culture of knowledge sharing and learning.
- Positive attitude and prudent initiative to enhance business and support.

Note:

The statements above are intended to describe the general nature and level of work being performed by people assigned to the job. They are not construed to be an exhaustive list of responsibilities, duties and skills required of personnel in the job. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.