

JOB DESCRIPTION

A. Particulars

Job Title	Sales Executive	Department/Section	Sales / Sales
Immediate Superior	Sales Manager		

B. Job Scope/Summary

Manage assigned accounts to achieve planned sales targets and meeting customer needs.

C. Job Responsibilities

- Establish new account by implementing sales strategies and tactics to achieve sales targets.
- Service existing new accounts in person via calls, emails or visitations. Focus sales effort by studying existing volume of orders and potential new product order.
- Develop and maintain successful business relationship with customers by providing support, guidance and recommending quality, profit and service improvements.
- Handle customer enquiry by preparing costing, quotation, product specification & drawing & follow up on Quotation & sample submission status. Ensure costing of products to customer meet company objectives.
- Monitors competition by gathering current marketplace information on pricing, products, new products and delivery schedules, merchandising techniques, etc.
- Monitor customer demand fluctuation and forecast and analyze industrial movement to help management cope with uncertainty of the future.
- Ensure customer feedback and complaints are handled timely. Coordinate effectively with various internal departments to investigate customer complains, develop solutions; prepare reports; and make recommendations to customer.
- Responsible for preparing and presenting sales performance reports, forecast and weekly activities report.
- Coordinate with Sales Coordinator to build strong customer relationship.
- Coordinate with various departments on contract / price review activities / customer visit / customer audit.
- Liaise with Quality Assurance and Operations Departments to ensure all product requirements are addressed accordingly.
- Conduct customer perception survey to determine customers' overall perception & satisfaction on the company.
- Ensure all operation activities are in accordance with ISO procedure & company policy.
- Liaise with Finance Department on the collection of debts, billing to ensure all cash are collected for C.O.D terms.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.

Qualifications & Experience :

- Diploma or degree in any discipline.
- Preferred working experience in sales/marketing field.
- Well verse in Microsoft Office (word, excel and power point).