

# JOB PROFILE

<b>POSITION</b>	<b>CORPORATE INSIDE SALES EXECUTIVE</b>	<b>DEPARTMENT</b>	<b>CORPORATE</b>
<b>JOB GRADE</b>	<b>D</b>	<b>COUNTRY</b>	<b>SINGAPORE &amp; MALAYSIA</b>
<b>LOCATION</b>	<b>SENAI</b>	<b>RESPONSIBLE TO</b>	<b>CORPORATE ACCOUNT SALES MANAGER – EXISTING BUSINESS</b>
<b>EMPLOYMENT</b>	<b>FULL TIME</b>	<b>RESPONSIBLE FOR</b>	<b>N/A</b>

## MAIN RESPONSIBILITIES:

Support Sales Key Account Managers in building long term relationship with existing customers and new business account implementation process.

## KEY ACCOUNTABILITIES:

1. Support Key Account Managers in building long term relationship with existing customers,
2. Support New Business KAM during implementation phase of new won accounts,
3. Maximize account penetration and sales development,
4. Engage with consumers and build relationship,
5. Assist existing customers in placing orders,
6. To maintain & update the customer general data (Email, PIC, Contact number)
7. To attend customer's feedback and handle customer related enquiries and complaints
8. To monitor the new account creation and work closely with the KAM
9. To execute any promotion implemented by Marketing/Sales on existing customer
10. Provide excellent customer experience and maintain high level of service and professionalism at all times
11. Contributes to team effort by accomplishing related results as needed

## SKILLS & QUALIFICATION:

- Persistence, results driven, and has strong motivation for Sales
- Good time management
- Good customer service skills and profession in handling all customers
- Prospecting Skills
- Handles Rejection
- Have good product knowledge
- Over 2 year of relevant experience in handling outbound calls/Telemarketing/Telesales
- Office tools knowledge
- Good written & spoken English skills.

