	<h1>Sales Support</h1> <h2>Job Description</h2>		Document Number: JD-SAL-12.07
	Department: Sales	Effective Date: July 03, 2017	Revision No 0

I Reason for Existence

Provide support to sales representatives and respond to customer and prospect queries. Create and maintain good customer relationships and ensuring smooth sales team operations.


II Duties and Responsibilities

1. Provide assistance to customers' requirements, shipment status and relevant problems.
2. Maintain updated database of existing customers and prospect account by regularly coordinating with sales team to ensure on time encoding of necessary information.
3. Collaborates with branches, and other departments through regular coordination to ensure timely feedback to internal and external customers
4. Support sales activities by checking sales itineraries from CRM to ensure target account visitation, qualified prospect accounts and new accounts are being achieved.
5. Collates data from customer service based on client's requirements to identify areas for improvement
6. Keep track of sales targets by monitoring customer's weekly and monthly revenue
7. Liaise with sales and customer service team to develop specific sales strategies

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8. Monitor the departments performance by updating the team's KPI sales targets
9. Consolidate feedbacks provided by clients and prepares reports necessary for the improvement of the sales team; recommends department policy development and revision and updates department's operating manual.
10. Monitor and handle requisition of department's supplies and ensures that the needs of the department are accomplished.
11. Do booking solicitation by identifying prospects; telephoning customers; persuade customers to book/buy services.
12. Perform any other function as assigned by his/her immediate leader.

III Minimum Qualifications

1. Graduate of any 4 year course
2. Proficient in both oral and written communication
3. Excellent oral and written communication
4. Proficient in Office suite
5. Presentation skills
6. High interpersonal skills
7. Organizing skills
8. Decision making and problem solving skills
9. Can multi-task and establish priority of work

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