



Position: Executive/Officer – Sales [Frontline]

Role Overview

The Frontline Sales Trainee/Executive/Officer will be responsible for assisting the revenue generation function by selling the company's products and services. The candidate must be a tech-savvy individual with exceptional communication skills in order to effectively initiate conversations, generate sales leads, see them through to closure and build a healthy rapport with existing as well as prospective customers.

The Frontline Sales Trainee/Executive/Officer will share joint responsibility with the Inside Sales and the Field Support teams to ensure smooth closure of all opportunities.

The incumbent will also be responsible for post-sale interactions with customers to ensure that all outstanding payments are collected as per the prevailing norms, identify opportunities for up-selling and cross selling, and collect feedback for additional feature requirements.

Responsibilities

To be completely familiar and conversant with all the features and benefits of the company's products and services, and to convey these to customers during interactions and meetings.

- To make cold calls to prospects generated by external sources of lead-generation.
- To identify decision makers within targeted leads and initiate the sales process.
- To penetrate all targeted accounts and originate sales opportunities for the company's products and services.
- To set up and deliver sales presentations, product/service demonstrations as and when required.
- To assist in preparing price quotes for prospective customers, with relevant and accurate information.
- To ensure systematic follow-up with the cases mapped to him/her to take them to time-bound closure.
- To be an interface between the customer and internal support teams to ensure that the customer receives the best possible service from the company.
- To ensure that the CRM system is completely updated with all customer/prospect details and interactions.
- To ensure that all payments are collected as per the company's payment terms.
- To identify areas of improvement in the company and assist in creating and implementing solutions.

Skills and Abilities

- You are expected to be a proficient computer-user, particularly with office productivity and email applications.
- Good presentation skills as you will be required to deliver process presentations during in-house training programs.

Personal Attributes

- An outgoing personality with sound interpersonal skills, who will leave a positive impression on the customers.
- A systematic and professional approach to work is an essential quality.
- Excellent communication skills – spoken and written English.
- Should be able to handle a demanding work pace and ensure that committed outcomes are delivered.
- Should be a dependable team-player who ensures that the goals of the team are kept in focus at all times.

Experience

- At **Trainee level**: Fresher
- At **Executive-level**: 1+ year of relevant experience in Inside/Frontline sales.
- At **Officer-level**: 3+ years of relevant experience in Inside/Frontline sales.

Academic Qualification

- A Bachelor's degree is a must, and you'd get favourable consideration if it's in Engineering or Business Management.

Salary

As per industry standards.