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| **Job Description**  |
| 1 | **Job Title** | **Sales Coordinator** | **Reporting to ( Position Title)** | **HoD** |
| 2 | **Location** | **TCPL** | **Department** | **Customer Support** |
| 3 | **Span of Control**(Number of Reportee’s) | **Nil** |  |
| 4 | **Job Purpose**(Purpose & Unique Contribution by this JOB) | * Independently Customer handling in assigned region.
* Understand Customer’s Touch points & act according as per Customer expectation.
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| 5 | **Scope/ Impact**(Area where the job will have direct impact on ) | Develop process & build system in Dept. to improve team performance & meet customer expectation. Main Focus on Customer Delightness. |
| 6 | **Broad Role & Responsibility** ( State the role this job plays in the organization) | Dealing with customers through E mail, phone calls (if required).  Act as liaison with Customer & provide Product information To customer  Resolve Customer query & reply to customer within define timeline.  Follow up with customers sample approval & bulk order.  Issuing Proforma invoice to customer after receipt of bulk order.  Proceed order for bulk production through ERP/SAP/any module.  Co-ordination with Production team to meet customer expectation.  Follow up with customer for payment related issue.  Follow up with Logistic team for daily dispatch of customer goods.  Build-up sustainable customer relationship while interaction with Customer  Handle Customer complaint; provide appropriate solutions within time limits.  Excellent communication skills while dealing with internal/external team.  Good computer proficiency especially word, excel, power point etc. required  Data Management record with Daily/Monthly/MIS report as required |
| 7 | **Competency** (Professional knowledge and skill required to perform this job) | Proficient in MS OfficePresentation skillsCommunication skills |
| 8 | **Education**(Minimum professional experience required to perform the job) | Any Graduation or Post Graduation |  |
| 9 | **Experience**(Minimum professional experience required to perform the job**)** | 0-1 year |