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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. | | | | |
| 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 Office  Presentation skills  Communication 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 | | | | |