



DEPARTMENT: International Sales

TITLE: Sales Support Officer

JOB PURPOSE:

Responsible for preparing the offers, following up and collecting due amounts and analysing, anticipating and resolving customer complaints

MAIN DUTIES:

- Understand client needs and specifications coordinate with the technical division, the legal advisor in order to prepare the tender and the client contract.
- Coordinate with the Sales and Planning teams to prepare the CPR and the PSD
- Coordinate with the technical division and the sales to analyze client response (acceptance or rejection) in order to update the client database.
- Coordinate and follow up with Operations and logistics in order to ensure that items are delivered as per the schedule.
- Follow up through calls, mails and emails with new and active in order to collect on time due amounts.
- Anticipate and analyze client complaints and follow up with concerned parties' causes' analysis and problems resolutions in a professional manner to enable assurance to customers that problems will not re-occur.
- Provide clients with product knowledge to ensure maximum use of facilities and complete customer satisfaction.
- Participate in the CRM implant process in order to automate the customer care process.
- Maintain a database of clients through regular follow up of problems and queries and customer periodical research, and amend customer information as needed with close coordination with the Marketing department.
- Secure internal information/price/competition with close coordination with the Marketing department.

EXPERIENCE AND EDUCATION:

- Education: BA in Business Marketing or equivalent
- Experience & knowledge: 3 years' experience



CORE COMPETENCIES:

- Presentation Skills
- Organization Skills
- Customer Focus
- Problem Solving
- Flexibility.

REPORTS TO: Sales Support Manager or Regional Sales manager

