JOB DESCRIPTION

Sales Executive

Division	Floorcare / Washroom Hygiene
Reporting To	Division Manager
Location	Sharjah

Job Responsibilities

1. Account Management & Customer Relations

a. Serve as the primary point of contact for key clients, building and maintaining strong relationships.
b. Understand client needs and provide tailored solutions to enhance satisfaction and retention.
c. Conduct regular meetings with key accounts to review performance and address concerns.

2. Sales & Business Development

a. Identify opportunities to increase sales within existing accounts through upselling and cross-selling.
b. Develop and implement strategies to achieve sales targets and revenue growth.
c. Research market trends and competitor activities to identify new business opportunities.

3. Order & Contract Management

a. Prepare and negotiate contracts, agreements, and proposals with key clients.
b. Ensure timely processing of orders, coordinating with the production and logistics teams.
c. Monitor account performance and resolve any issues related to orders, pricing, or delivery.

4. Customer Service & Problem-Solving

a. Address and resolve client concerns promptly, ensuring a high level of customer satisfaction.
b. Work with internal departments, such as operations and finance, to resolve disputes or discrepancies.
c. Provide after-sales support, ensuring seamless service and customer retention.

5. Reporting & Analysis

a. Track and analyze sales performance, preparing reports for review.
b. Monitor customer feedback and industry trends to improve sales strategies.
c. Maintain accurate records of account activities, contracts, and client communications.

Qualifications & Key Competencies

- Bachelors / Master's degree in business related course
- With UAE driving license
- At least 2 years of B2B sales experience in UAE