

WE ARE HIRING

SALE REPRESENTATIVE(Bilingual):
BUSINESS Unit: commercial Department
Reports to: Commercial manager (Acting Managing Director)

PURPOSE

- To bring new leads and customer base
- To actively assist in the management of clients to ensure customer satisfaction through the delivery of high service standards and manage accounts with less business impact.

PRINCIPAL ACCOUNTABILITIES

- Proactively monitor and manage the end-to-end service delivery process in compliance with all company procedures, ensuring that the promised service is delivered to the customer as per the initial plan and/or that the customers is kept informed of relevant deviations.
- Building relationships with the customers, understanding their business drivers should be leveraged to continuously improve cooperation and process to the mutual benefit of the customer and ELIMELEC.
- Engage in constructive problem resolution and provides solutions.
- Act and communicate proactively and keep customers informed of any issues or changes in the service to be delivered.
- Address root causes and seek continuous improvements-constantly look for easy to improve work processes.
- Work independently and assist the team in realizing goals and standards-share knowledge and best practices.
- Be the owner of all customer issues and engage relevant stakeholders as required to facilitate timely and effective solutions.
- By actively engaging the customers and through collaboration with the sales team, identify/propose new value adds services portfolio.
- Monitor and analyse the performances against the KPIs objectives and identify with the relevant departments the improvements actions to put in place.
- Analyze customer portfolio profitability and actively seek to improve the margins and push cost down.
- Ensure that a proper reporting is put in place, to track the progress of the operation and provide relevant information including supporting document to the relevant parties (customers, operation, finance)
- Other tasks that may require their intervention

Send your cv at: tefonhr@tefonservices.com. Before the 20th November 2024