Job Responsibilities of a Sales Executive

a. Job Title	:-	**Sales Executive**
b. Gender Preference	:-	Female Only
c. Age Preference	:-	20 to 25
d. Pay Structure	:-	17K to 22K
e. Reporting to	:-	Management

A Sales Executive plays a crucial role in driving revenue, enhancing customer satisfaction, and supporting the overall growth of the service centre.

1. Sales and Customer Interaction

- **Product and Service Promotion:** Promote and sell the service center's products and services (e.g., repairs, Maintenance, Spare parts).
- **Customer Consultation:** Understand customer needs and provide suitable recommendations for products or services.
- **Upselling and Cross-Selling:** Suggest additional products or services to enhance customer value.

2. Sales Process Management

- **Lead Generation:** Identify and generate new leads through the Internet, Email, Referrals, Inbound and outbound calls.
- **Lead Conversion and Quoting:** Handle pricing discussions, negotiation and quotes to the customer and covert lead
- **Sales Follow-up:** Follow up on potential sales leads and pending customer decisions to close deals.

3. Customer Relationship Management

- **Customer Retention:** Build and maintain strong relationships with existing customers to encourage repeat business.
- **Feedback Collection:** Gather customer feedback and relay it to the relevant departments for continuous improvement.

- **Customer Support:** Address customer queries, concerns, and complaints related to sales or services.

4. Reporting and Documentation

- **Sales Reporting:** Track and report daily, weekly, and monthly sales performance.
- **CRM Management:** Maintain accurate records in the customer relationship management (CRM) system.
- **Market Analysis:** Provide insights into customer trends and competitor activities to enhance sales strategies to the reporting person.
- **Presentation:** Prepare presentations, proposals and sales contracts

5. Coordination and Collaboration

- **Team Collaboration:** Work closely with service technicians, customer support, and front desk staff to ensure seamless service delivery.
- **Inventory Coordination:** Coordinate with the inventory team to ensure the availability of products and spare parts.
- **Training Participation:** Take product and service training from the internet and seniors to stay updated on offerings and industry trends.

6. Targets and Performance

- **Achieving Sales Targets:** Meet or exceed assigned daily, weekly, and monthly sales targets and key performance indicators (KPIs).
- **Performance Improvement:** Continuously seek ways to improve sales techniques and customer interactions.
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7. Compliance and Ethics

- **Adherence to Policies:** Follow company policies, sales procedures, and ethical guidelines.
- **Documentation Accuracy:** Ensure all sales-related documents are completed accurately and promptly.

Skills Required:

- Strong communication and interpersonal skills
- Strong communicator. Both verbal and written
- Persuasive selling and negotiation abilities
- Customer-centric approach
- Proficiency in CRM and sales management software
- Problem-solving and conflict resolution skills
- Qualification must be 12th Plus
- At least 1 year of experience in sales
- Exceptional sales and customer service skills
- Professional phone etiquettes
- Organizational and multitasking abilities
- Time management skills
- Ability to work under pressure.
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