

		
Job Code:	Job Title: Sales Support Representative	
Job Grade:	Job Family Group:	Country: India
Job Level:	Job Family:	Rev Date: 1 st March, 2018
<p>Job Summary:</p> <p>In collaboration with Business Development / Account Managers, sells products, services and solutions to new and existing accounts/customers. Develops growth plan and interacts with customers and other resources/partners to promote products offerings to assigned accounts/customers.</p>		
<p>Principal Responsibilities:</p> <ul style="list-style-type: none"> • End to end involvement in the transaction from quote to cash. (directly / support to ADM/BDM). • Partnering with ADM / BDM towards inventory monitoring, payment collection and closure of opportunities. • Responsible for handling all inquiries from prospective and/or existing customers. • Proactively creates and delivers solutions to customers utilizing independent judgment within prescribed guidelines and sales methodology. • Supports and drives the account/customer to meet financial sales metrics (as measured by individual scorecards). • Builds rapport with customers by responding to questions, identifying customer needs and recommending appropriate solutions. • May negotiate terms and conditions on sales order to maintain the appropriate business margins. • Provides accurate and detailed pricing, quotes, and input on products and final solutions. • Cultivates relationships with sales management teams and delivery partners/suppliers to drive demand for products or services and/or assist in closing sales. • Assesses the status of business opportunities on each account and completes monthly and/or quarterly sales forecasts and maintains sales pipeline. • May attend quarterly reviews and present sales results. 		
<p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Acquiring full to mastery knowledge about assigned product / service line as well as entire organization for those experienced SSR • Experienced SSR can also move fluidly amongst product / service lines and be equally effective 		
<p>Experience:</p> <ul style="list-style-type: none"> • Candidate must have minimum 2 years of experience with comparable knowledge and job skills 		

Education/Certification:

- University degree or equivalent

Distinguishing Characteristics:

- Normally receives detailed instructions to perform work. Performs basic sales or service tasks under self-direction. Experienced SSR works under almost full autonomy and latitude. Has broad discretion in determining priorities and best approach to sales and service responsibilities. May coach and develop more junior team members
- From building relationships directly with customers to broaden customer base and increase sales at junior level to maintaining a strong network of colleagues and customers to share information and increase sales. Acts as a consultant to management on sales strategy once experience accumulated
- Actions mostly affect own work assignments to vast impact to an organization. Failure to accomplish goals or meet customer expectations may require others to remedy the situation or make up sales goals elsewhere up to the level of significant financial impact to the organization and its reputation with customers

Competencies:

- Action Oriented
- Manages Ambiguity
- Decision Quality
- Collaborates
- Interpersonal Savvy
- Manages Complexity

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills.