

Position Tele Sales Representative	Department EAME BU	Description Date June 2017	Revision Date
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MAIN OBJECTIVE

- Achieve profitable sales by providing effective support to customers in an established sales area, through telephone.
- Maintain personal contact through phone calls.
- Acquire new customers/prospect customers.
- Continuous and accurate maintenance of customer's data regarding previously acquired products to support the forecast process.
- Comprehensive consulting for customers, and other more complex inquiries and suggestions for solutions as well as for service problems.
- Negotiation of prices, deliveries, contracts within established guidelines and specifications.
- Promote campaigns, promotions and initiatives on Katun products and services to dealers primarily through telephone calls.

PLACE WITHIN THE ORGANIZATION	DIRECT REPORTS	FREQUENT CONTACTS	WORKING CONDITIONS
- Reports to the Sales Manager	- none	<ul style="list-style-type: none"> - External Customers - Sales Management - CS Department - Credit Department - CTS Department - IT Department - HR Department - EAME Colleagues 	- Office based, with a few possible road trips during the year with the Sales Manager

RESPONSIBILITIES

- Manage customer accounts in the assigned territory by providing exceptional customer service, maintaining regular contact and accurate account records to create a stronger relationship and ultimately a higher level of profitable sales and share of the customer basket.
- Identify product gaps and new product opportunities within existing customers extending Katun's product portfolio exposure.
- Negotiate prices, deliveries, contracts within established guidelines to ensure profit and to generate customer satisfaction.
- Recognize business opportunities and collaborate with customers.

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- Collect customer expectations, set appropriate priorities, enhance customers with high potential and provide products with the greatest possible impact.
- Develop sales of the Katun services portfolio (Audit Key, KDFM, ATF, etc.) with the capability to drive demos, argue and finalize the sale.
- Take customer expectations, set appropriate targets priorities, to provide customers with a high potential and to provide products with the greatest possible impact.
- Be involved in initiatives for qualitative improvement and personal and professional development measures to ensure the individual, departmental and organizational performance.

JOB REQUIREMENTS	COMPETENCIES	EQUIPMENT AND SOFTWARE UTILIZATION
<ul style="list-style-type: none"> - Relevant education such as commercial economics or international trade - English and local language skills, both verbal as written. - Additional language skills for the concerning markets are preferred. - Previous successful role within a tele-sales or internal sales environment essential - Business Account Management experience especially across similar number of accounts with a similar sized portfolio of products a distinct advantage 	<ul style="list-style-type: none"> - Excellent sales skills - Good verbal and written communication skills - Strong professional manner with excellent presentation and conversational skills - Ability to set business priorities and organizational skills - Reliable, hard-working & conscientious - Confidence & determination with a tactful and a persuasive manner - Driven to exceed targets 	<ul style="list-style-type: none"> - Computer literate with a good understanding of MS Excel, ERP systems and CRM applications.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.