

## HT526 - Sales manager

### **Summary**

Manages sales of the company's products and services in within Saudi Arabia. Ensures consistent, profitable growth in sales revenues through positive planning, deployment and management of sales personnel. Identifies objectives, strategies and action plans to improve short- and long-term sales and earnings.

Responsible for obtaining profitable results through the sales team by developing the team through motivation, counselling, skills development and product knowledge development.

Manage the sales administration function, operational performance reporting, streamlining processes and systems wherever possible, and advising senior management on maximizing business relationships and creating an environment where customer service can flourish.

Responsible for managing the sales team, developing a business plan covering sales, revenue, and set objectives.

### **Duties and Responsibilities**

- Plan, organize, direct and control your sales staff to meet these objectives.
- Use these to help your salespeople maximize their potential.
- At the beginning of each month, counsel with each salesperson to establish realistic sales objectives for the month and action plan.
- Establish a sales objective for the department each month and submit it to upper management.
- Achieve forecasted sales by following (and, if necessary, adjusting) your written plan of action.
- Monitor each salesperson's daily performance and compare it with that month's objective.
- Understand departmental financial data to determine what is happening in your department. Review financial data that affects your department's profit centers.
- Meet daily with salespeople, including coaching.

- Offer them the coaching, counseling, advice, support, motivation or information they need in order to help them meet their sales objectives.
- Making every effort to maximize both present and long-term sales and gross profits.
- Keeping face-to-face contact with your sales people and you must stay current on financial data.

#### **Develop sales force**

- Recruiting, hiring and training your people.
- Developing the most well trained, professional sales force possible.

#### **Handle complaints from customer, sales agents**

- Constructively handle (or supervise the handling of) all customer complaints related to your department.

#### **Conduct sales meetings**

- Prepare in advance and conduct regular sales meetings.
- Review the performance of your salespeople and to motivate and stimulate them to even greater achievements.

#### **Maintain a self-development program**

- Constantly strive toward continuing professional growth.
- Work to improve your sales skills, managerial skills, business skills and product knowledge.

#### **Customer follow up**

- Supervise the proper use of the Customer Log by each salesperson.
- Also review the Customer Log for trends that indicate where additional assistance might be needed.

#### **Assist sales team in the selling operation**

- Motivate them to perform well.
- Assist them in the selling process whenever needed.

### **Skills and Qualifications:**

#### Education

1. 8-10 years of experience in sales (KSA) management.
2. University Degree in Computer Science or Marketing.
3. Experience with enterprise software solutions and large, complex organizations.
4. Extensive experience in all aspects of Supplier Relationship Management.
5. Proven track record in managing and directing a highly skilled, motivated, successful and results-oriented sales force.
6. Strong leadership qualities with good communication and interpersonal skills.
7. Strong understanding of customer and market dynamics and requirements.

8. Willingness to travel and work in a global team of professionals.
9. Proven leadership and ability to drive sales teams.
10. Able to operate in a fast-paced and changing market environment.
11. Fluent in Arabic and English.

**A transferable Iqama is a must**

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