

SEW EURODRIVE		HUMAN RESOURCES JOB DESCRIPTION	Reference No. 8142		Next Review April 2012
SEW EURODRIVE (I) LTD. Ltd.,			Edition No. 0	Date (YY.MM) 01.11.11	
JD	Human Resources		Compiled By SP	Approved MJA	Issued By SP


POSITION : ASSISTANT MANAGER – SALES END USER (Resident)

EXECUTIVE – SALES END USER (Resident)

WORK LEVEL: 04

RESPONSIBILITY:

1. Building the SEW & CDS brand and value proposition in the market
2. Achieving sales targets to EU customers for the products & services assigned
3. Collection of receivables and statutory forms
4. Passing of sales information for full units sales to the sales team.
5. Managing and developing relationships with customers
6. Forecasting and reporting of sales, trends and competitor activities
7. Submission of all travel and other claims in a timely manner
8. Responsible to maintain documents and records as per QMS procedure of the department
9. Administration of accounts for self
10. Attending emergency service jobs within the target time frame based on service request.
11. Maintaining the complete documentation of the service orders & files.

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AUTHORITY:

1. Decision on FOC Replacement, FOC Service (jointly with branch Manager)
2. Decisions on pricing (jointly with Branch Manager)
3. Customer Entertainment (with permission from Branch Manager)
4. Making the service estimate
5. Making and signing the service report & sending to customer

DIMENSIONS:

Area : Regions assigned
Direct Reporters : 0
Turnover : 5% of company's services & spares turnover

PROFILE:

EDUCATION : Diploma in Mechanical/Electrical engineering from reputed institute
EXPERIENCE : Minimum 3 years as SEW branch service engineers/ outside with same industry
SKILLS REQUIRED : Customer Relationship Management, Presentation Skills, Negotiation Skills, Troubleshooting SEW/similar mechanical products, Installing & monitoring SEW/Similar CDS products & services.