

JOB DESCRIPTION & PERSON SPECIFICATION



Job Title: Internal Sales Coordinator	Location: Dubai – UAE (Dubai Office)
Department: Sales	Contract: Full-time/Permanent
Reports To: GM MEA/India	Direct Reports: N/A

1.0 Job Summary & Role

The Internal Sales Coordinator is predominantly an inbound selling role that will filter the inbound sales inbox for enquiries for pre-order leads that can be worked on pro-actively by either themselves or another appropriate stakeholder. Providing high levels of customer service/support via e-mail and/or the telephone will be a key element of the role. The Internal Sales Coordinator acts as the connecting piece between the customers and internal DSE teams to keep track of customer information and providing post-sale customer service reports. It is a fast-paced environment that requires the ability to multi-task and would suit someone who enjoys going above and beyond for customers, both internal and external.

2.0 Key Responsibilities & Main Duties

- Handling of all service-related and customers' orders including customer requests, processing orders and information such as stock availability, delivery dates and pricing.
- Provide point of contact for sales enquiries, communicating all requests to the relevant ASM or Distributor and support the Area Sales Managers with production and follow-up of quotations.
- Provide confident customer care delivering value to our customers, creating relationships that help drive mutual benefit.
- Manage the sales Inbox and filter out opportunities from orders, responding promptly and efficiently to sales enquiries daily.
- Establish and maintain customer account details with all relevant and up to date information in the DSE operating system.
- Update all customer/prospect interactions in CRM system.
- Process and co-ordinate customer requests and monitor sales orders subsequently processed.
- Work as an effective team member liaising with the internal sales, production, quality and accounts functions to ensure our customers are provided with high quality customer services.
- Action any reasonable duties at the request of the Commercial management team



3.0 Internal & External Relationships

- Work with customers and prospects via phone, email, MS Teams, and online portal channels.
- Effectively manage internal relationships with the sales, operations, production, quality and accounts and support management with requests for information/reports that may be required on a time-to-time basis.
- External relationships will need to be forged with end customers and prospects on a global basis and potentially with DSE's appointed distributors from time to time.

4.0 Key Performance Indicators

- All orders are to be accurately entered onto the ERP system within one working day of receipt.
- All quotes are to be processed and returned to the customer / prospect within one working day of receipt.
- All customers interactions / prospects to be accurately entered / updated onto CRM system and DSE operating system within one working day of receipt.
- Any additional KPI's considered critical by the Commercial management team

5.0 Essential/Desirable Factors

Knowledge	
Essential: <ul style="list-style-type: none"> • Experience in Customer Service/Administration or similar role 	Desirable: <ul style="list-style-type: none"> • Call center experience • Knowledge of the power generation manufacturing sector
Skills & Attributes	
Essential: <ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent communication skills • Team player • Attention to detail • Organized and methodical in approach • Ability to multi-task • Confident presentation skills over the phone 	Desirable: <ul style="list-style-type: none"> • Proficient MS office and ERP • Resilient nature • Ability to handle pressure from customers and distributors • Phone based motivation/influencing/networking skills
Experience	
Essential: <ul style="list-style-type: none"> • Evidence of a solid track record within customer service/relationship management within relevant (service) industry 	Desirable: <ul style="list-style-type: none"> • Sales Order processing • Experience of improving business process efficiencies • Experience of nurturing prospects, converting them to trading customers



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<ul style="list-style-type: none"> Evidenced experience of developing customer relationships over the phone 	
Qualifications	
Essential:	Desirable: <ul style="list-style-type: none"> Customer care/service program training Degree level qualification

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