

<b>Job Title: Internal Sales Coordinator</b>	<b>Location: India</b>
<b>Department: Sales</b>	<b>Contract: Full-time/Permanent</b>
<b>Reports To: GM MEA/India</b>	<b>Direct Reports: N/A</b>

## 1.0 Job Summary & 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.

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



# JOB DESCRIPTION & PERSON SPECIFICATION



<b>Qualifications</b>	
Essential:	Desirable: <ul style="list-style-type: none"><li>• Customer care/service program training</li><li>• Degree level qualification</li></ul>

<b>Created by</b>	<b>Dated Created</b>
Felipe Wisintainer	06/04/2023

