



## ***Territory Sales Manager***

*Sales, Regular & Ad Hoc*

**Sector** : Logistics, Sales & Marketing  
**Location** : Kingdom of Saudi Arabia  
**Status** : Professional

### **Job Description:**

As a ***Territory Manager*** you will be responsible for maintaining contact with active customers in assigned area, converting customers to higher product/services usage, and increasing new business revenue through sales leads and cold calls. The Territory Manager reports to the Area Sales Manager.

### **Skills and Qualifications:**

- Generate new business by identifying decision maker, providing product / rate information and determining nature of business ie. type of shipment, countries shipped to, weight of shipments etc. and persuading them to use the company's services;
- Responsible for maintaining 35 calls per day standard in an assigned area to maintain contact, increase sales and keep them informed of new products;
- Responsible for maintaining and enhancing customer profiles and ensuring business information which has changed, is sent to finance for updating, entry into IBS and entered into cruise;
- Provides information on service areas , rates and receives feedback from customers on a regular basis throughout the day;
- Maintain records (SAC) and adheres to daily call schedule to provide customers with appropriate coverage;
- Collects and collates information on call rate, issues and competitors, customers (top contributors, lost) and sales on a weekly and monthly basis;
- Provide accurate feedback of customers information to Area Sales Manager;
- Adhere, without fail, to all company set standards;
- Maintain clean desk policy at all times;
- Maintain an excellent standard of professional telephone behaviour to project desired company image;
- Adhere to company ISO standards;
- Ensure all confidential documents are kept confidential shipments at all times;
- Ensure only authorized personnel allowed in the department premises;
- Functions as a team member in selling business projects such as operation harvest to increase revenue through the acquisition of new business and the conversion of existing customers;
- Develops and implements plans to increase business within assigned customer base to increase business;
- Support Marketing Department on all marketing campaigns to earn more customers;



- Deals with service failures issues, complaints and claims as a point of contact before transferring customers to customer service and may monitor progress for higher value customers;
- Maintains excellent working relationships with customers to identify new opportunities;
- Provide accurate, precise and timely information to customers;
- Responsible for obtaining competitor information such as products, rates and customers and inform manager on changes.

### ***Impact***

Directly responsible for managing territory margin.

### ***Problem Complexity / Process***

- Decides on the call sequence;
- Decides on rate discount although there are guidelines;
- Determines when manager intervention is necessary;
- Determines whether customer complaints should be monitored;
- Decide on customer profiling.

### ***Customer / Stakeholder***

1. Area Sales Manager
2. Customer Services Staff
3. Sales Staff
4. Field Operations Staff
5. Accounts Staff

### ***Planning / Organizing***

Establishing a course of action for self and others to accomplish goals. Establishing priorities, keeping track of progress and ensuring follow-up.

### ***Communication***

Ability to express well-thought concise and timely oral and written information. Ability to adjust language or terminology to the characteristics and needs of the audience.

### ***Teamwork***

Working effectively within a team or outside the formal line of authority to accomplish objectives. Demonstrating understanding of how own role fits within the company as a whole.

### ***Sales & Revenue***

Each Territory Manager is expected to generate the given revenue annually, approximately 80% is from existing customers who use the same or more services while 20% is from sales leads and cold calls.

### **Job Requirements:**

#### ***Major Challenges***

The successful candidate needs to:

- know about companies and the type of shipments likely from different companies such as manufacturing as opposed to service companies;



- have an understanding of the type of companies located in their area and changes happening in the various industries;
- meet TS targets given by the Tele Sales Manager.

***Degree of Supervision***

Sales Manager supervise whether daily targets are achieved.

***Person specification***

- ***Education***  
Secondary Level
- ***Experience***
  - ✓ Sales experience in a multi-national company;
  - ✓ Customer interface experience essential;
  - ✓ 1 to 2 years of working within the specific area.
- ***Technical Knowledge / Skills***
  - ✓ Good command of English language; Arabic is an advantage;
  - ✓ PC skills (MS Word & excel);
  - ✓ Specific product knowledge;
  - ✓ Detailed knowledge about shipments, rates, discounts, competitor services;
  - ✓ Well developed communication & selling skills;
  - ✓ College level education to deal at managerial level decision makers;
  - ✓ Professional Telephone Behaviour;
  - ✓ Customer Services attitude (controlled temperament).

***Company Profile:***

Global market leader in the logistics industry.

***Additional Information:***

Immediate hires

***Contact Person:***

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