

## **Job Description**

**Position Title:** Sales Account Manager

**Location:** Egypt

**Reports to:** Sales Manager

**Supervisory Responsibilities:** None

**Salary Grade:** SG 07

### **Background:**

UTTRCO is a Global Corporation specialized in providing Finance Services, HR Solutions, Vat/Tax Recovery, Compliance and Consultancy Services. UTTRCO is headquartered in Doha-Qatar with over 5 Offices in Middle East, Europe and India.

Our VISION is to enrich people's lives by providing organizations with superior services at competitive prices and to be the premier and preferred provider of innovative Business Process Outsourcing for HR, Accounting and Finance and Tax recovery services.

Our MISSION is to provide the perfect match and solutions for the needs of our clients through long-term client relationship built on experience, insight and team work. In addition, we help our clients to reduce their administrative cost and at the same time providing quality software support.

[www.uttrco.com](http://www.uttrco.com)

### **Job Summary:**

Under the supervision of the Sales Manager, the Sales Account Manager will lead the sales initiatives, close deals and guarantee that the clients' requirements are fully met. S/he will be responsible to introduce the HR Coordinator (or same) for all clients' HR training needs on the new system and other tailored services.

### **Specific Responsibilities:**

The incumbent will carry out the following functional areas:

- Present, promote and sell UTTRCO services using solid arguments to existing and prospective customers
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Establish, develop and maintain positive business and customer relationships
- Identify prospective customers leads through cold calling, business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences..etc
- Expedite the resolution of customer problems and complaints to maximize satisfaction
- Achieve agreed upon sales targets and outcomes within schedule
- Coordinate sales effort with team members and other departments
- Analyze the territory/market's potential, track sales and status reports
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.
- Keep abreast of best practices and promotional trends
- Continuously improve through feedback
- Maintain customer records, using automated systems.
- Quote prices, credit terms and other specifications.
- Contribute to the planning and implementation of capacity building based staff.

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### **Key Working Relationships:**

**Supervisory:** None.

**Internal:** All staff

**External:** Clients; Lawyers, HR and Operation Officers within the group

### **Task Competencies:**

- Integrity — Job requires being honest and ethical.
- Commercial Power — Job requires studying the potential market and it's key actors, creating autonomously opportunities for generating sales leads and enhancing sales, showing interest in the customer and knows how to bend the requirements of the customer into sales actions for the longer term and conducting conducts sales meetings independently and uses the information to deliver an accepted sales proposal
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Initiative — Job requires a willingness to take on responsibilities and challenges.
- Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- Persistence — Job requires persistence in the face of obstacles.

### **Position Requirements:**

#### **Professional Qualifications:**

- Min. 5 year proven experience as a Sales Representative
- Highly motivated and target driven with a proven track record in sales.
- Fluency in written and spoken English with strong drafting skills.
- Ability to make oral presentations and write clear reports and guidance in English and Arabic.
- Skilled in MS Office Suite, including Word, Excel, Outlook, PowerPoint, and Internet.
- Seek and apply knowledge, information and best practices.

#### **Education:**

- University degree in professional qualification or in experience.
- Familiarity with Business Relations Management (BRM) and Customers Relations Management (CRM) practices along with ability to build productive business professional relationships
- Work experience in a directly related field will be considered in lieu of graduate degree.

#### **Personal Competencies:**

- Capacity to initiate, sustain and deepen relationships with key clients.
- Good interpersonal skills and ability to work smoothly in a multi-cultural environment while building good teamwork spirit.
- Ability to communicate sensitively and effectively across different constituencies.
- High tolerance rate for working under pressure and dealing with diversified cultures and tense situations.
- Strong ability to analyze data, identifies gaps, and makes recommendations.
- Position requires flexibility and the capacity to deal with ambiguity and change
- Communicative and dynamic/skilled in obtaining information from staff and/or external clients and potential ones as necessary to accomplish duties.
- Demonstrated strength in clients relationships; diplomatic and able to manage conflicts and to move groups toward consensus

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- Demonstrated ability to transfer knowledge and skills formally and informally to diverse audiences;
- Patience and dedication to strengthening clients' organizations and working with clients in a spirit of authentic partnership;

### Physical Requirements/Environment:

- Five working days from Sunday to Thursday.
- Frequent visits to customers locations as much as requested.
- Position requires flexibility and the capacity to deal with ambiguity and change until regional systems and standards are in place.

### Disclaimer:

This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

I, the undersigned \_\_\_\_\_ certify that I have read and understood my Job Description.

Employee	Name	Signature	Date
Supervisor	Name	Signature	Date
CEO or Designate	Name	Signature	Date