

Inside Sales Officer – IFF & GA Desk (UAE National)

Kooptation



THE ROLE:

Develop and manage a customer portfolio in a specified geographic area in accordance with Agency Business Plan Management; Sell products and services related to it, while promoting Group image and values. The overall goal is to grow the business, improve the customer experience and increase the loyalty factor of small and medium sized enterprises (SME's) through tele sales.

RESPONSIBILITIES:

To provide quotations to customers and follow up. Develop and increase volumes in defined Sales Segment and coordinator sales tasks within organization.

MAIN ACTIVITIES:

- Master commercial techniques, apply, adapt, or create offers or commercial approaches/processes.
- Know CMA CGM commercial policy and offers (products and services) related to her/his scope.
- Know methods and tools for customer canvassing, analysis of needs, product/offer augmenting, and sale closing.
- Highly organized and self-motivated with ability to plan and coordinate workflows
- Be determined, self-reliant, intelligent and possess strong communication skills
- Support Customers in the utilization of My Price.
- Actively promote CMA CGM Group Services and Non-Maritime products (e-commerce, VAS, intermodal, CEVA...)
- Create, update, and follow up quotations on a dedicated portfolio of customer
- Capture customer feedback in Market ID and recorded in CRM
- Negotiate with Head Office Pricer to secure competitive pricing to develop volumes/revenue
- Coordinate with agency trade manger to ensure focus on trade priority.
- Maintain and develop strong lasting relationships with customers to generate volume/ revenue.
- To respond to all freight invoice queries within KPI
- Daily , Weekly and monthly reporting to Trade manager on the activities
- Identify Market intelligence and update CRM

QUALIFICATIONS AND PROFILE:

Must have:

- Knowledge of competition activities in the market
- Have adequate information on competition services in order to sell CMA CGM services better to customers
- English
- Software / IT Applications

Nice to have:

- Graduate (3 years regular course) Any bachelor degree or Equivalent University Degree
- Must have at least 4 years of Industry experience in similar capacity and should have knowledge of the end to end process of Shipping sales.