

<b>Job title</b>	<i>Sales Relocation Executive</i>
<b>(Department Manager) Reports to</b>	<i>Household Goods Sales Manager</i>

### **Job purpose**

To professionally secure international relocation moves, from the USA, to worldwide destinations. Nurture and develop a portfolio of corporate & diplomatic clients. Create reciprocal relationships with overseas agents and maintain monthly assigned sales targets.

### **Duties and responsibilities**

#### **Personal Responsibilities**

1. Be on time and punctual.
2. Be enthusiastic and have a want to succeed
3. Represent SCL with the best of your ability at all times
4. Be courteous and professional with clients and members of staff
5. Support your fellow dept colleagues within the process
6. Understand all rules and regulations for International Household Goods Shipments.
7. Must have valid driver's license.

#### **Pre Sales Management**

1. Prioritizing internet generated sales leads each morning.
2. Understand and appreciate the cost of providing this business to you
3. Identify the hot leads and apply yourself to the sales process to secure the business

#### **Quantifying sales leads**

1. Address leads as early as possible after receiving them
2. Speak with potential clients first, regarding their needs, if phone number is provided.
3. Cross selling with other departments.

#### **Sales Management**

1. Through Logisuite (company software), manage sales leads and enquiries through the various stages of the sales process.
2. Identify and register which leads are; Quoted/ Follow up/ Closed sale/ Duplicate or Dead Leads. This enables correct reporting for management to monitor progress and lead activity. Use correct "source" tag, to give all potential sales, enquiries a traceable ID.
3. Arrange for in-house survey, in order to meet customer to relay confidence in company and services.
4. Be able to obtain necessary services and rates for; Origin – Freight – Destination, from local and overseas service providers.
5. Provide customers with correct and detailed "Quotation Service Contract" with information regarding all related services including overseas customs procedures and destination charges if applicable.
6. Follow up on provided quotations to new customers. Discuss your quotation, competitor's quotations and compare details if customer is still undecided about booking with our company.
7. Assist new customers to complete company booking process.

### **File Instructions**

1. Work on files once opened by your assigned, Move Coordinator.
2. Advise all clients of correct paperwork and documentation required for relevant services.
3. Arrange with your customer delivery of all required documents, hand to Move Coordinator.
4. Arrange pickup date with customer. Inform Move Coordinator of details, special instructions.
5. Ensure customer is aware of marine insurance coverage options.
6. Invoice file accordingly and correctly.
7. Issue and send service invoice to customer, place copy in file.
8. Special details or instructions need to be entered into Pick UP & Destination Agent instruction boxes.
9. Mark file as, 'FCL' or Consolidation.

### **After Sales service**

1. Maintain regular communication with all clients during shipping process.
2. Communicate with operations on issues/delays, notify clients when needed.
3. Handle all client concern in a timely manner.
4. Contact with clients, if required, should be expected until shipment arrives at destination.
5. Liaise with overseas agent when necessary to ensure customer service levels are maintained.
6. Problem solve, any related issues or answer any remaining customer concerns.
7. Understanding the importance of customer reviews / feedback.

### **Qualifications**

- Basic school education finished with moderate to high results.
- At least 5 year's previous sales experience handling International Relocations.
- An understanding knowledge of International freight forwarding and the global market
- Person must have exceptional verbal and written communication skills
- Have a willingness to work within a team structure
- Be customer focused

### **Working conditions**

- 8 hour working day minimum is expected with an additional 1hour lunch break.
- A time clock is used by all staff to gather attendance records and information.
- A professional office environment will be provided with access to all software and hardware necessary to fulfill your duties.
- A departmental manager will be available to you at all times for assistance with your work.
- A kitchen is available for eating/drinks and for your convenience during break times.

### **Physical requirements**

To be able to sit and work at a desk

View and understand instructions, and implement company policy.



<b>Approved by:</b>	Martin Baker
<b>Date approved:</b>	11//22/2013
<b>Reviewed:</b>	