

A) Sales Merchandiser Representative

Job Title : Sales Merchandiser / Promotor
Department : Sales & Marketing
Last Updated : July 2013

General Summary:

To achieve individual and team targets whilst providing an outstanding service to TECHMICRO customers within the defined sales region.

Essential Duties and Responsibilities:

✓ **Customer Contact**

Interact daily with the customer contacts on state of business/objectives and communicate any significant developments/issues to the Sales head.

✓ **Store & Sales Management**

Assists in the development of strategic action plans designed to convert identified opportunities into business commitments, Forecasting the business critical numbers and action plans within set scheduled guidelines. Agree on the stock profiling and inventory management of the store or mall for particular vendor you are both responsible for to maximize business opportunity whilst minimizing risk.

Duties and Responsibilities

- ✓ Achieve/exceed targets & objectives as agreed with the Head of Sales.
- ✓ Achieve strategic and tactical business objectives as set on a monthly basis
- ✓ Understanding the need and requirement for the customer.
- ✓ Provide input and market intelligence for approved pricing strategies.
- ✓ Assess and recommend ways of increasing revenue.
- ✓ Assist in the swift resolution of customer related issues.
- ✓ Maintain highest levels of service both externally and internally in a timely manner.
- ✓ Plan and engage in regular market visits across the assigned territory.
- ✓ Accurate forecasting for sales and inventory.

Knowledge, Skills and/or Abilities Required

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required.

- ✓ Must have a demonstrable track record of customer relationship management experience and a broad knowledge of the IT or related industries.
- ✓ Clear demonstration to use own initiative.
- ✓ Mature, responsible and professional attitude.
- ✓ Able to analyze and resolve complex issues and problems in a sound and timely fashion.

- ✓ Able to constructively work under stress and pressure when faced with high workloads and deadlines.
- ✓ Able to maintain a positive attitude in the face of criticism, rejection, or failure.
- ✓ Able to promote/sell ideas persuasively, and close transactions with mutually beneficial results.
- ✓ Able to use relevant computer system applications (which may include spreadsheets, word processors, etc) at an intermediate level.

Primary and Secondary Competencies	
Customer Focus	<ul style="list-style-type: none"> ▪ Customer Orientation ▪ Customer Relationship
Interpersonal Style/People Skills	<ul style="list-style-type: none"> ▪ Co-operative ▪ Collaborative ▪ Communicative ▪ Team Player
Self-Management	<ul style="list-style-type: none"> ▪ Adaptability and Flexibility ▪ Stress Tolerance
Creative Skills	<ul style="list-style-type: none"> ▪ Creativity ▪ Proactive
Empowerment	<ul style="list-style-type: none"> ▪ Self-confidence ▪ Self-awareness ▪ Self-starter

Minimum Educational / Experience Requirements

- Commercial or Technical Degree(CCNA/CCNE)
- Minimum one years' experience of local and regional IT markets, preferably having a view to the major retail stores.
- Sales, marketing and other technical qualifications in line with the demands of the position.

Working Conditions

- Professional

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.