

## Job Description Form

### 1. Position Identification

<b>Position Title</b>	Manager Sales and Marketing
<b>Qualification</b>	MBA/BBA/B.COM Graduate
<b>Work Experience</b>	Minimum of 7 years in related field
<b>Country</b>	Bhutan
<b>Company</b>	Jachung Security Services Pvt.Ltd
<b>Location</b>	Thimphu
<b>Salary</b>	Nu. 30,000 – 35,000 based on experience.

### TOR FOR MANAGER SALES AND MARKETING

1. Achievement of assigned sales and commercial targets on defined margins
2. Business development through area mapping, lead generation and harvesting
3. Provide forecasting of potential sales through weekly pipeline
4. Maintain all relevant records / documents up-to-date
5. Achieve targeted price increase
6. Build good customer relations and help to execute deployment (pre and post deployment)
7. Work with operations in a seamless manner to ensure smooth execution of contracts
8. Managing sales management information system to provide branch data
9. Planned interaction with customers and obtaining regular feedback
10. Maintaining proper documentation and record of all feedback received from clients
11. Maintain a customer segment wise database
12. Log and evaluate all service requests, customer suggestions and complaints
13. Interacting and collecting customer inputs from sales and operations
14. Analyzing customer issues as per feedback and passing it to the concerned functionary for necessary action and follow up on the same
15. Responding to emergency calls of clients and resolving issues
16. Customer complaint redressal through preventive and corrective action

17.To formulate systems and procedures to enhance customer satisfaction and loyalty