

## Job Description Form

### 1. Position Identification

<b>Position Title</b>	Sales and Marketing Officer
<b>Qualification</b>	BBA/B.Com. Graduate
<b>Work Experience</b>	Minimum of 2 years in related field
<b>Country</b>	Bhutan
<b>Company</b>	Jachung Security Services Pvt.Ltd
<b>Location</b>	Thimphu
<b>Salary</b>	Nu. 15,000 – 20,000 based on experience.

### TOR FOR SALES AND MARKETING OFFICER

1. Maintain all relevant records
2. Planned interaction with customers and obtaining regular feedback
3. Filing and maintain documents up-to-date and keep record of all feedback received from clients
4. Managing sales management information and a customer segment wise database
5. Follow up with the clients and log and evaluate all service requests, customer suggestions and complaints
6. Delivering proposals and collecting letters from the client
7. Renew of license and certificates on time
8. Maintain proper documentation and records of all feedback received from clients
9. Interacting and collection customer inputs from sales and Operation
10. Send necessary reports in the absence of Sales and Marketing Manager
11. Coordination with Operation relating to site survey and collecting post and site instruction
12. Achieve targeted price increase and contribute on achieving assigned sales target
13. Analyzing customer issues as per feedback and passing it to the concerned functionary for necessary action and follow up on the same
14. Responding to emergency calls of clients and resolving issues

15. Customer complaint redressal through preventive and corrective action
16. To formulate systems and procedures to enhance customer satisfaction and loyalty
17. Carry out other duties as assigned