

JOB DESCRIPTION

Batam, Indonesia

CSR - Customer Sales Representative Manager

Employment :	Permanent
Location :	Batam, Indonesia
Job Title :	CSR - Customer Sales Representative Manager (Permanent or Contract)

Job Summary:

You will be responsible for overseeing overall company sales objectives and ensuring achieving of sales targets and customer satisfaction goals. The successful candidate will be responsible for managing CSR team while developing strategies to optimize sales processes and maximize revenue opportunities. This role requires strong interpersonal skills, negotiation abilities, and a deep understanding of marketing and sales techniques for identifying customer needs and promoting for new business opportunities.

Duties/Responsibilities:

- Develop and implement sales strategies, goals, and action plans to achieve targets and objectives set by management.
- Monitor and analyze sales performance metrics, such as manufacturing cost, conversion rates, average order value, fluctuation of firm order & forecast against service agreement, AR and customer satisfaction scores, to identify areas for improvement and implement corrective actions as needed.
- Collaborate with cross-functional teams, including product development, and customer support, to align sales initiatives with overall business objectives
- Develop and maintain strong relationships with key customers and accounts, serving as a point of escalation for complex inquiries or issues.
- Stay updated on industry trends, competitor activities, and market developments to inform strategic decision-making and stay ahead of the competition.
- Prepare and present regular reports and updates on sales performance, trends, and forecasts to senior management.
- Perform all other related duties as assigned by your direct supervisor or General Manager

Required Skills/Abilities:

- Bachelor's degree in marketing, business administration, or business related field. Advanced degrees or relevant certifications are a plus.
- At least 10 years of experience in sales management in the EMS manufacturing industry with at least 5 years in leadership roles with a track record of success in sales achievement.
- Excellent communication and interpersonal skills, with the ability to build rapport and establish trust with customers and team members

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- Proficiency in using CRM software and other sales tools to track performance metrics and manage customer relationships.
- Results-oriented with a track record of meeting or exceeding sales targets and KPIs.
- Strategic thinker with the ability to develop and execute sales strategies that drive business growth and profitability
- Able to work well under pressure and handle emergency and stressful situations
- Positive mindset and Can Do Attitude

You can send your resume to...

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(HR Manager)