



## **JOB DESCRIPTION**

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**ROLE:** Key Accounts Telesales

**REPORTS TO:** Key Accounts Manager

**LOCATION:** Vadodara, India

**JOB TIMING:** 10:00am to 07:00pm (UK time)

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### **PRIMARY RESPONSIBILITIES**

This role is responsible for all managing and growing sales from key company accounts through to account management. Person will be responsible for up selling and cross selling the product range to wholesale and retail groups whilst also keeping a keen eye on margins and stock levels for our retail customers.

### **SECONDARY RESPONSIBILITIES**

- Present and sell company products and services to current and potential clients.
- Prepare action plans and schedules to identify specific targets and project the number of contacts to be made.
- Follow up on new leads and referrals resulting from field activity.
- Identify sales prospects and contact these and other accounts as assigned.
- Develop and maintain sales materials and current product knowledge.
- Establish and maintain current client and potential client relationships.
- Manage account services through quality checks and other follow-up.
- Identify and resolve client concerns.
- Prepare a variety of status reports; including activity, closings, follow-up, and adherence to goals on the company's bespoke software.
- Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff.
- Develop and implement sales activities to reduce stock.
- Other duties as assigned.



## **ESSENTIAL EXPERIENCE, SKILLS AND ABILITIES**

- Previous sales experience.
- Pharmaceutical knowledge would be desirable although not essential.
- Delivering results.
- Driving performance.
- Managing relationships.
- Selling skills – including telephone based.
- Negotiation – including telephone based.
- Customer focus.
- Judgment, decision making and problem solving.
- Competent in MS Office.
- Co-ordination with sales and purchase team.
- Decision making and problem skill.
- Good planning and organisational skill.
- The ability to bring the company's vision into life.
- Miscellaneous commercial projects.