

## JOB DESCRIPTION

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**ROLE:** Specials Sales Team Leader

**REPORTS TO:** Sales Manager

**LOCATION:** Vadodara, India

**JOB TIMING:** 10:00am to 7:00pm UK Time

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### PRIMARY RESPONSIBILITIES

This role is responsible for all special sales activities, leading a team of Specials sales. The team provide the services from resolving query calls through to taking Special Orders. This involves keeping the team motivated and focused whilst following the company policies and procedures.

### SECONDARY RESPONSIBILITIES

- Effective team building through coaching and mentoring the team.
- Responsible for driving the Special Business with best quality services.
- Responsible for resolving the customer's query.
- Responsible for the entire Special's & Obtains orders timely.
- Responsible for close all the escalations within stipulated TAT with the proper action plan.
- Responsible for ensure Zero Call Drops.
- Responsible for bring New Special Customer on board.
- Need to coordinate with RSM regularly.
- Need to coordinate with Sales Team Leaders regularly.
- Monitor our service and provide support to UK Special Team & Lab.
- Develop team through effective use of work management and personnel management.
- Responsible for prepare and monitor Incentive Scheme's for team.
- Have weekly one to one's with team members to suggest improvements, problem solve and motivate team members to bring more growth.
- Manage team through quality checks, call barging & other follow up.
- Strives to make flexible quality improvements through creating efficient working practices
- Prepare a variety of status reports, including activity, closings and follow-up.
- Regular update, feedback and meeting with the Manger regarding team improvements to increase productivity.
- Other duties assigned by the Manager.

### ESSENTIAL EXPERIENCE

- Previous Sales experience is needed.
- Strong communicator having capability of problem solving and implement good working practices.
- Having the ability to use own initiative and be an enthusiastic leader.
- Reliable individual with a flexible approach towards modern working environment.
- Good organisation skills.
- Ability to deliver results in a timely manner.
- High attention to details.
- Managing relationships.
- Negotiation - including telephone based.
- Ability to work in a fast paced environment.
- Customer focused.
- Competent in MS Office.