

JOB DESCRIPTION

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| JOB TITLE: Sales Executive | DEPARTMENT: Sales and Customer Support |
| REPORTS TO: General Manager | LOCATION: Southend |
| <p>JOB PURPOSE: The Sales Executive is a key member of the operations team and will be responsible for all new sales and accounts and any new sales activity. Gain and maintain extensive customer insight and initiate all reporting, communication and visits. Develop new lines of revenue for the IMRO and group. Ensure complete contract fulfilment as per customer agreements. Responsible for the successful development, implementation and maintenance of plans supporting IMRO maintenance with superior results in customer satisfaction, internally and externally.</p> | |
| <p>MAIN RESPONSIBILITIES AND DUTIES:</p> <ol style="list-style-type: none"> 1. Establish business development, sales and customer support strategy core goals and objectives 2. Primary point of contact between all new customers and IMRO 3. Identify future market potential above core business plan of customers with projected service intervals. Determine the company's position relative to its competitors, available markets, market value of targeted business 4. Identify vertical market opportunities and provide market intelligence on value of total available business and create and execute strategic capture plans 5. Production of clear business cases with projected margins for any new contract with a readiness review plan complete and presented to the GM 6. Highlight future capabilities driven by customer demand and future growth of the aircraft platforms 7. Develop pricing for company services, interface with GM to ensure pricing meets company goals with respect to profit margin 8. Responsible for contract content, Contract readiness reviews, development and negotiations together with the GM and Commercial Manager 9. Prepare monthly, quarterly and yearly sales forecast based on market data 10. Participate and/or arrange event management meetings when applicable 11. Conduct measurement, reporting, customer focus groups, and meeting for the purpose of improving service delivery 12. Oversee contract management activities for the purpose of ensuring consistency in purchasing practices and compliance with adopted standards, as dictated by the customer | |

13. Review monthly margins on New Business contracts
14. Ensure contract margin targets are met
15. Assist in reporting monthly key figures to Senior Management, as requested
16. Monitor recent developments in the industry and related industries and keep the company's Senior Management team informed of market developments
17. Responsible for company marketing and Sales strategy and implementation
18. Schedule coordination and provide delivery updates to client. Carefully review the status reports for accuracy and follow-up
19. Work closely with IJCT to further develop IMRO capability to support their business

SKILLS AND EXPERIENCE

1. Proven experience of similar type role and/or project managing
2. Competent in Microsoft Office and PowerPoint presentations
3. Advanced level of written and oral communication skills
4. Excellent interpersonal skills
5. Highly developed negotiation skills
6. Willing and able to work in high intensity environment where high performance standards are the norm
7. Knowledgeable of CAA requirements for overhaul and repair of commercial aviation equipment
8. Exhibits a positive attitude towards the successful implement of corporate and divisional goals and objectives
9. Extensive background in business management and customer support
10. Technical understanding of aircraft maintenance