



Leadership through innovation

BBBEE LEVEL 1

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| Employee Name: | Employee Job Title: Internal Account Manager (Telesales) |
| Team Leader: | Team Leader Position: Telesales manager |

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| Job purpose | We are looking for new talent! A Sales individual who is eager to find new business and build their own customer base. A person who is continuously looking to increase sales by prospecting new potential customers. To contact new business in SMB (Small, Medium Businesses) with a view to selling the Introstat brand and products. This will be a target-based position that will require that the individual achieves monthly sales targets and conducts a minimum number of customer contacts and activities per day. |
|--------------------|---|

| Task No | Task | STANDARDS | Measurement Criteria |
|----------------|------------------------------------|--|---------------------------------------|
| 1 | Must achieve monthly sales target. | Monthly target sales achievement. 100% achievement | Sales Turnover Report |
| 2 | Must make daily telephone calls | Minimum of 60 quality calls per day to decision makers. These calls must be of a relationship building & sales nature. | Call report |
| 3 | Grow customer Database | Salesperson will be expected to build designated customer base so that they purchase regularly from the company. Cross sell & Upsell imperative to growing the customer base | Customer listing |
| 4 | Update and manage CRM database | Each consultant will be required to find own prospect leads/clients which they will be required to contact and transact with and add to the CRM database. Minimum 250. | Maximiser notes and activity reports. |
| 5 | Promote monthly specials | The consultant will be required to promote products and specials, so that product sellout targets are achieved. | Specials sellout reports. |
| 6 | Product Knowledge | The sales consultant will be extensively trained and will be required to attend all training and must become product literate. | Training Register |



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|----------------|----------------------------|---|-----------------------------|
| 7 | HP Product online Training | Self-paced online training modules to be completed as per Management's expectations | OEM Certificates |

I hereby certify that I am familiar with the contents of this document, as well as the reference documentation referred to in this job description. I understand that my performance will be measured against the tasks and outputs contained herein.

Signed at _____ on this the ____ day of _____ in the year _____

Name of Employee

Signature of Employee

for 'Company' (Print Name)

Signature of Manager

UPLOAD CURRICULUM VITAE (CV)