

ASL Job Description

Position: Sales Account Manager, India

Department: Customer Fulfilment

Here at ASL we pride ourselves on the highest standard of quality, adopting a work hard/ play hard ethic. It's a fast-paced environment where no two days are the same and we reward our employees for keeping pace! ASL work and live by our company values and award those who exceed these values. We have small body of staff which means we have sociable, warm and friendly environment. With competitive pay packages and a host of perks provided by our reward partners, we welcome you to join our team and further your career in the aero space industry!

We are looking for a Sales Account Manager to handle our India client base. We require a high level of attention to detail, and problem solving for this role as a business we deal with obsolescence, and need to find solutions for our customers, which also involves working across departments, to deliver the customer requirements. This role involves quotation, planning, contract review management, sales performance review and analysis, continued collaboration with our Indian office to achieve results, and continue to provide excellent customer care, and ensure a smooth transition between the UK, and Indian office.

Responsibilities & Scope of Work:

- Implement and manage the RFQ (Request for Quotation) process efficiently.
- Quotation preparation and review.
- Resolve queries and provide solutions to the ILO team in a timely manner.
- Analyse and review sales performance, including CST and conversion rate analysis.
- Entering purchase orders and ensuring correctness of contract review.
- Set and track sales account targets, aligned with company objectives.
- Suggest actions to improve sales performance and identify opportunities for growth.
- Provide comprehensive customer support, including pre- and post-quotation inquiries, order updates, delivery tracking, and after-sales care.
- Re-validate quotes as and when required.
- Manage shared inboxes/ monitoring and prioritising emails
- Coordinate with relevant departments to ensure seamless communication and operations.
- Process improvement - suggest and implement improvements to streamline workflows and enhance efficiency.
- Relationship Management – build a good rapport with the ILO team.
- Identify and implement process improvements.
- Communicate updates and reports on sales performance.
- Occasional off-site visits.

Requirements:

- Problem solving
- Customer service
- Excellent communication skills
- Working in a team and independently
- Be an out of the box thinker
- Tenacity when problem solving
- Planning/ Organising