

THE POSITION

Title: **Sales Team Associate**, Supply Chain

Report to: Sales Lead (HK)

Location: Hong Kong

Our client is a Fortune 500 company (headquarters in the U.S., listed on the NYSE), the job holder will be responsible for working closely with customers to determine their needs, answer their questions about your products and recommend the right solutions. Incumbent should also be able to promptly resolve customer complaints and ensure maximum client satisfaction.

Major Responsibilities

- Interacts with customers, offering assistance and responding to queries about products and purchases.
- Provides recommendations according to customer needs or preferences.
- Locates merchandise for customers and places orders, where necessary.
- Introduces promotions and new products to customers.
- Handles refunds, exchanges and returns.
- Documents sales by updating customer records.
- Stays up to date with sales trends for better service and achievement of sales.
- Alerts the management of potential issues.

Financial Responsibility

- Sales and financial responsibility. Impacts financial performance.

Position Qualifications

- Bachelor's degree in business or related discipline, or at least 10 years previous experience in sales lead role.
- 5 - 10 years progressive experience in sales disciplines.
- Excellent interpersonal, customer service and communication skills.
- Experience using CRM to manage the sales process and forecast sales.

Other Requirements

- Strong analytical skills to identify trends and sales patterns.
- Ability to participate in design and implement a successful sales strategy.
- Self-motivated.

- Friendly and strong commitment to customer service.
- Verbal and written communication skills.
- Interpersonal skills.
- Basic math and accounting skills.

- End of this Position Description -

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For more information, please contact us at team@sogplus.com