

JOB DESCRIPTION

JOB DESCRIPTION for Customer Sales Specialist – CSS

JOB TITLE	Customer Sales Specialist (CSS), Grade – L0
REPORTS TO	Zonal Head

Nature of the Job

Looking for customer sales specialists to introduce and sell company products to potential customers. The products include a wide range of Water Purifiers, Water Softeners, Vacuum Cleaners, Air Purifiers and Pet Grooming Kits.

Key Responsibilities

- Contacting leads, setting up appointments to present company products and giving product demonstrations at customer's residence.
- Building positive relationship with customers.
- Will be assisted with digital leads through online platforms and call centres.
- Should have detailed information on the products and services offered by the company.
- Develop and maintain prospective customer database.
- Meet and exceed sales target through prospecting, referrals and collateral campaigns.
- Making sure the customers are well explained on the product.
- Making sure to provide excellent customer service and customer satisfaction.
- Responsible for customer ID creation and order collection.
- Attending trade shows and other marketing BTL marketing activities like canopy, society engagement programs, exhibitions and other activation programs.
- Staying up to date on the latest technologies and development in the industry.

Educational Qualification and Experience required:

Qualification: HSC/ITI/ Diploma / Degree

Experience: 6 month's experience in field sales preferred

Target industry: DTH, Telecom, BFSI, Services industry, Insurance, Internet Service Providers, Tourism, etc.

Fresher's with right attitude, technical competence and passion for selling will also be considered.

Benefits:

On roll job opportunity with Asia's largest Direct Selling network.

Medical Insurance + Opportunity to earn 2X Incentive + Foreign Travel Opportunity.

Skills and Personal Attributes Required:

Networking, negotiation and customer handling skills.

Good communication skills and pleasing personality.

Earning Opportunity:

Fixed salary (Basic, HRA, Special Allowance, and LTA) + Provident Fund (PF) + Bonus + Leave Encashment + Gratuity + Referral Bonus + ESIC.

Average Earning per CSS: Minimum Rs. 39000 to Rs. 86000 Per Month.

Training Provided:

A team of experts will give comprehensive training. It will include selling skills, product training, functional training, behavioural training and customer handling skills.

Other Requirements: Android mobile phone.

Bike: Not Mandatory.

Mandatory Documents: Resume, Aadhaar, Pan card, Education certificates

Working Relationships and Contacts

Item	To whom you Interact	Frequency
Payment confirmation	Regional Accounts team	As and when required
Delivery status	Circle Head and Zonal Head	As and when required
Installation Escalation	Service Group Leader	As and when required

Organisation Structure

