

Name :- Ayushi Bhatner

Role: - Executive CS & BD

Regular office hours: - 10.00 AM – 6.30 PM

Date: 1st April 2020 – 31st March 2021

Job Role Summary:

The Executive CS & BD is responsible for servicing existing clientele and generating revenue as per the KRA given below through effective sales presentations and utilisation of support functions. This role reports into the Manager NBD & CS (Julian Pradeepam).

Key Results Area #1 – Profit Generator

- Generate a profit of 18,00,000/- for the financial year
- Improve TOH – profit at 35%

Key Results Area #2 – Drive Sales

- Ensure all clients are met or kept in touch with every month
- Ensure 4 new clients are met every month
- Breaking through 8 new clients with business for the year. A minimum of 2 new clients per quarter

Key Results Area #3 – Stay updated with industry related news

- Remain up to date with industry related news, opposition activity and continuously strive to develop own skills to perform optimally.
- Monitor competition activity and report significant developments

Key Results Area #4 – Retention of Employees

- Ensure retention of team. Ensure team members are treated equally and fairly to ensure everyone contributes to their optimum

Key Results Area #5 – Reports

- To ensure weekly/monthly/quarterly reports are sent on time
- To ensure team sends reports on time capturing all relevant information about clients
- To ensure MOM's are sent after every meeting

Key Results Area #6 – Wings Culture code

- Reporting time to office is 10.00 AM
- Follow dress code
- Notify reporting manager for leaves in advance. Comp off's need to be approved in advance

Key Results Area #7 – Collection of payments

- Keeping track of all payments to be collected and working with accounts payable team to ensure payments come in on time.