JOB DESCRIPTION

**About Business:**

Adani Group: Adani Group is a diversified organisation in India comprising 10 publicly traded companies. It has created a world class logistics and utility infrastructure portfolio that has a pan-India presence. Adani Group is headquartered in Ahmedabad, in the state of Gujarat, India. Over the years, Adani Group has positioned itself to be the market leader in its logistics and energy businesses focusing on large scale infrastructure development in India with O & M practices benchmarked to global standards. With four IG rated businesses, it is the only Infrastructure Investment Grade issuer in India.

About Integrated Coal Management (ICM):In the past few years, we have transformed from a coal trading and importing company to a comprehensive integrated coal management company. We are the largest trading organization for the past two decades having a diversified trading portfolio and are involved in Coal and industrial raw materials.

**Key Stakeholders - Internal:**

* Commercial
* Port-In-Charge
* Traders
* MIS Executive
* Quality Executive

**Key Stakeholders - External:**

* Customers
* Port authorities
* Port - Logistics

**Adani Specialization:**

Sales & Account Management

**Specialization Description:**

General Field Sales & Account Management work is focused on field sales and account management activities including: •Face-to-face sales to new customers and managing interactions with assigned group of existing customers to identify cross/up and repeat sales opportunities •Assessing customer needs and suggesting appropriate products, services, and/or solutions •Developing and delivering sales bids/proposals/presentations and conducting product demonstrations •Developing medium to long-term sales plans and preparing strategies to protect, grow, and diversify the relationship with targeted customers •Preparing strategies for developing profitable business with assigned accounts. Incumbents in this specialization may be selling directly to the ultimate purchaser or indirectly through channel partners. •Developing client retention and growth plans and strategies for developing profitable business with assigned accounts •Reviewing and reporting on customer retention, business opportunity and market trends; Incumbents matching to this specialization may be compensated based on achievement of sales targets.

JOB RESPONSIBILITY

**Sales Planning & Execution:**

* Provide inputs to Head of Institutional Sales for finalizing annual sales planning and TPS planning of the cluster
* Follow monthly and quarterly sales plan cascaded from the zonal level
* Periodically review cluster performance data and create action plan to achieve budgeted targets and make informed decisions for cost-effective operations
* For assigned customers, execute sales order as per the terms of the contract
* Provide suggestions for deviation to standard contracts in line with DOA, as applicable
* Execute and ensure invoice clearance and closures for the cluster
* Report cluster collection status to Zonal head to resolve possible issues
* Collate market demand and work towards forward planning
* Drive IRM implementation by implementing action plans
* Stay updated with the government policies, circular and guidelines that may impact operations and implement necessary adjustments
* Monitoring of coal movement for the cluster through various channels - sea/road/railways
* Follow up on initial payments and post reconciliation payments
* Oversee the quantity and quality of the delivery

**Branch Development Strategy, Market Intelligence:**

* Conduct market mapping for the select region to identify potential new key accounts and explore further potential from current key accounts
* Identify and drive new product development opportunities
* Grow and retain market share for key accounts
* Capture market intelligence through multiple sources (field inputs, research, competition intelligence) such as Voice of Customer (VoC) on coal quality (Customer feedback), Competitor scanning
* Champion IRM Registration amongst existing customers and ensure new orders are done through IRM (as mandated)
* Provide market intelligence about the pricing and product details to the team along with the Chief trader
* Review existing processes and systems for identifying process/system improvements, identify new initiatives, automation and digitization opportunities

**Cluster Development Strategy and Customer Engagement:**

* Monitor post contract execution activities for the cluster
* Evolve market research and segmentation strategy and develop new channels.
* Conduct market mapping for the cluster to identify potential new customers
* Handle business development activities for the cluster
* Capture market intelligence through multiple sources (field inputs, research, competition intelligence) such as Voice of Customer (VoC) on coal quality, Port team liaisoning, and Competitor scanning
* Based on market intelligence, create, and refine action plan for improvements in the cluster
* Coordinate with customers to monitor delivery of coal through different channels
* Collaborate with TPS Supervisors to manage customer-related issues and deliver exceptional service
* Liaison with the commercial team and Finance team for payment related activities
* Manage customer complaints by providing timely resolution or escalation

**Operational Oversight and Execution:**

* Oversee the execution of all activities carried out by TPS Supervisors for their respective power plants
* Ensure effective liaison and coordination with customers and the Zonal Head to meet operational requirements
* Conduct inspections and oversee day-to-day operations at Thermal Power Stations (TPS) within the cluster
* Manage escalations related to payments and collections originating from TPS Supervisors
* Collaborate with the HO team to plan changes in TPS operations, especially concerning costing and resource allocation
* Receive and analyse reports from the HO team on the quantity to be allocated to Cluster In-Charges for their respective TPS units

**Logistics:**

* Manage and coordinate coal transportation, and logistics for the cluster
* Prepare reports on quantity of the goods and coordinate with logistics team in case of concerns
* Minimize handling loss through planning and review of order fulfilment data
* Rake management to minimize losses / shortage

**Digitisation and Automation:**

* Lead and execute comprehensive digitization strategies to optimise operational efficiency
* Innovate and implement automation solutions to support overall organisational goals / strategy

**People and Team Engagement:**

* Lead, inspire and mentor the team to foster a high-performance culture
* Drive and enhance employee engagement across the team to sustain a positive workplace culture
* Foster a conducive environment for high employee retention by ensuring team satisfaction and professional development
* Supervise and support team to achieve operational goals

JOB QUALIFICATIONS

**Education Qualification:**

* MBA or Post Graduation

**Work Experience (Range of years):**

* 7+ years of experience

**Preferred Industry:**

* Trading