

Sales CES Services India (Eastern Region)

Your tasks

As the Sales CES Service India (Eastern Region), responsibilities include the management and growth of existing key customers, along with acquisition of new strategically important customers within your defined sales region. With focus on the Mining and Mineral processing industries, support development and execute strategies and actions in alignment with APAC management team for the growth of ContiTech sales, margin and market share. Research and map customer operations, processes, and key stakeholders, to build knowledge, trust, and strong customer relationships across multiple levels of the customers organisation. With a customer centric approach, create awareness of the full range of ContiTech Services product and capabilities, utilising support from application engineering, product management, marketing, pricing, customer service and supply chain to propose, acquire and execute product and/or service-related solutions which deliver measurable value to the customer, establishing ContiTech as the preferred partner of choice in the market.

Account and Sales Strategy Execution

- Ensure profitable business in the assigned customer region
- Ensure sales target are achieved/exceeded in the assigned customer region
- Support development and implementation of regional strategy and monitoring of KPI's
- Focus on strategic customer and new business opportunities, portfolio mangement and market developments
- Increase profitable sales with established market and identify and grow new markets

Customer Intelligence

- Build up customer-specific knowledge of operation and processes
- Identification of key decision-makers (all levels)
- Identification and mapping of key decision-makers and influencers (all levels)
- Share customer intelligence, provide briefing reports to management
- Present customer status and report on regular basis via Salesforce CRM tool
- Customer satisfaction studies on segment, BA, CT level

Customer Relationships

- Responsibility for customer acquisition; managing contracts and business proposals
- Commerical negotiation in alignment with segment strategy;
- Maintaining customer expectations while aligning with corporate standards;
- Escalation of customer issues & specific requests;
- Develop and maintain strategic and cooperative relationship with



Job ID
REF88390D

Location
Kolkata

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Phoenix Conveyor Belt India Private Ltd.

customer in the assigned business area to support the segment strategy
Aligning customers demand to corporate standards
Ensure close customer relation management within boundaries set by compliance

Representation of the Segment / Business Area

Representing the regional business to major stakeholder, major customers, Industry Associations, International Trading Groups, government agencies, and similar groups in order to secure the interests of the Segment/Business Area/Continental AG

Represent ContiTech/Continental AG at customer events in assigned business area

Quality

Assure standards and quality guidelines (internal and external), quality awareness, customer quality targets

Secure the Continental Code of Conduct and Compliance to all legal requirement

Reporting

Maintain customer contact details and tracking of all sales activities associated with region utilising Salesforce CRM tool

Continuously evaluates performance according defined Key Performance Indicators (KPIs) and Operating Figures

Summarizes and completes reporting within the local Organization and publishes reporting results

Provide detailed market information for budget preparation purposes

Participate in status update meetings with Management (e.g. quote status, customer visits and growth opportunities)

Your profile

- Minimum Bachelor degree (engineer, business or comparable)
- 5+ years of experience in areas of Sales, Account Management in Material Handling Industry related to conveyor systems
- Proven track record in customer interaction within the industrial sector
- Ideally international work experiences, collaboration with people from different countries

Our offer

Ready to drive with Continental? Take the first step and fill in the online application.

About us

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and

affordable solutions for vehicles, machines, traffic and transportation. In 2023, Continental generated preliminary sales of €41.4 billion and currently employs around 200,000 people in 56 countries and markets.

ContiTech is one of the world's leading industry experts. Far beyond our roots as a rubber products manufacturer, we offer connected, environment-friendly, safe and convenient industry and service solutions using a range of materials for off-highway applications, on rails and roads, in the air, under and above the ground, in industrial environments, for the food industry and the furniture industry. As a group sector of Continental, ContiTech currently employs more than 40,000 people in 40 countries and regions and is active as a global industrial partner in Asia, Europe, North America and South America.