

Sales Operation (Australia & SEA)

Descrição da função

You will be reporting to Head of Sales Operations and working closely with wider business stakeholders to ensure the streamlining of our sales processes from the top of the lead funnel all the way to Customer Success.

- Identify opportunities to improve business processes and work with managers to scope out projects.
- Create and drive adoption of new business and systems processes for operational efficiency.
- Monitor data and performance of sales and marketing activities to identify trends or issues with data quality.
- Create and manage dashboards and reports for various teams throughout the business.
- Participate in process and systems projects including Salesforce.com development, design and deployment of new sales and operations tools, and process design.

Requisitos

Bachelor degree, in SCM, Business, Economics or Operations

5 years professional experience in sales administration, customer service, service center management or commercial management

Project management experience in major projects, especially in international business environment for 3 years

Intercultural sensitivity is a must

3 sales experience in using salesforce system or other CRM system

Expert level in using excel, PB

O que oferecemos

System Maintenance

Customer master data management
Administration of contracts and agreements with customers
Manage customer masters and all content, reports in CRM
salesforce.com

Commercial management

Administration of distributor programs, policies including Elite, MAPP including direct customer interaction.



Identificação da vaga
REF92371S

Área funcional
Marketing and Sales

Local
Bengaluru

Nível de liderança
Leading Self

Modalidade de trabalho
Onsite Job

Pessoa jurídica
ContiTech India Pvt. Ltd.

Administration of rebates, commissions and special commercial terms
All major customer communications including mailing lists, major launches, price increase notices.
Monitoring and audit all customer annual volume, CTS, Elite and related incentive rebates.

Customer management

Safeguards committed standards of quality guidelines (internal and external), quality awareness, customer quality targets and observes customer care commitments
Ensures feedback on customer satisfaction and escalation throughout CT BA and segment for improvements

Plays an active leadership role in the Customer Service to promote and drive customer centricity

Highly motivated, goal orientated, well organised with an attention to detail.

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

Quem somos

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 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On October 8, 2021, the company celebrated its 150th anniversary. The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.