



Role Name	Head Inner Sales Department	
Location	Delhi	
Role Summary	Handling Order Execution, and Resolving customer queries	
Reporting to	National Sales Head- (Float-Trade)	
Role purpose	To ensure Customer satisfaction by timely execution of orders and proper communication with customers regarding their orders and	
Responsibilities Head	KRA (Key Result Areas)	KPI (Key Performance Indicators)
Order Processing	<ul style="list-style-type: none"> To ensure/process the orders timely To make measures to convert the order from Not Ok to Ok order To punch the Orders in System and make timely Dispatch planning for Auto, Architecture Orders, and punching Of Domestic Orders during absence or otherwise of Representatives. To track In transit bill & other legal obligations and to have proper information about the same in order to provide better service and information to customers and get Order Okay as soon as delivered at AIS To make Dispatch planning for 2 Point Delivery Orders and Communicate Dispatch Section for Proper Loading and Stabilisation of material to avoid Breakages on Second Delivery To have Continuous Follow-up with the Customers to Get Amendment/ Modification in Orders to make it Dispatchable & During Loading of the material. To Track the Orders and cancel those orders who cross the limit unless some special approval from ZH for same 	<ul style="list-style-type: none"> Follow up with Customer & Sales team from ammendment in order in case order is not OK Quick Generation of Loading slip Inner Sales support to Zonal Head about the reason of Not Ok Order and provide active support to Sales Team for okaying same
Customer Satisfaction	<ul style="list-style-type: none"> To assure the dispatches of orders as per the requirement of customer or the ammendments provided by customer/ sales team. To make follow-up with PPD & Q.A. for Specific Sizes, Quality of Material required by the Customer Visit customer offices and w/houses for grievance handling, sales promotion in order to develop harmonious relationship. To confirm about the delivery of material from customers/sales in order to confirm the delivery status. 	<ul style="list-style-type: none"> Customer Satisfaction Score Ensure accuracy of order On time delivery QCDV Ensure better service (on time delivery)
Vehicle Arrangement	<ul style="list-style-type: none"> To Make continous Follow-up with Dispatch Section for Vehicles in Order to Avoid Delay in Placement of Planned Order To ensure Balance Orders and ammendment Received From the customer, for proper Stabilization and Safe Delivery of material. To followup with Logistics for timely loading of vehicles in order to avoid delay in loading of the vehicles against orders 	<ul style="list-style-type: none"> Ensure timely dispatch of order
Record Keeping	<ul style="list-style-type: none"> To update the Zone Control Register regularly in order to keep proper record and status of all the order punched by marketing To file Not Ok properly to Make Immediate Communication with the customers for the conversion of Orders Status Not-Ok to Okay) 	<ul style="list-style-type: none"> Maintaing file and do the numbering properly Record Keeping order orders Not Okay
MIS	<ul style="list-style-type: none"> PDCA approach (Gap analysis) of set Targets VS Actuals as per Weekly MIS Time Taken from Receipt of Order to Ok Order Report of order status from Ok order to Despatch 	<ul style="list-style-type: none"> Gaps to be identified against Plan Vs Actual and take countermeasures (if required); Analysis to be done on the basis of Product Monitoring of raw material & FG inventory and take timely countermeasures (if required) in order to Ok the order Daily Ok/Not Ok order report Daily despatch report -Daily Plan report Prepare dailyweekly/fortnighly/monthly reports for MCM , ZRM and other review meetings
System/ ERP	<ul style="list-style-type: none"> To Open New Customer Master & Updation on Existing Customer Master in Oracle System To make follow-up with Credit Controller /Zonal Person to Get the Order Release from Credit Hold Follow SOP 	<ul style="list-style-type: none"> Compliance of System
Skills	MS Office, Oracle 11i (ERP Module), Logistics, Glass Industry Knowledge, Legal Compliances for transportation of good. Good Communication skills and leadership qualities along with Analytic skills	Qualification
		Post Gradute in Business Adminstration with special knowlege in Logistics, team handling and customer support & services.
INTERACTION		
Internal	Customers	Other External parties/Vendors
Departments related to Float (S&M)	All Customers of Float businees (both internal & external)	Dealers, processors, transporters,