**JOB TITLE: Inside Sales Associate**

**THE JOB ROLE**

**OVERVIEW**

Reporting to Inside Sales Manager to achieve sales KPIs. Work as a team player to increase sales revenue by continually engaging with a target list of accounts.

Serves customers through phone calls or emails by identifying their needs; engineering adaptations of products, equipment, and services.

Identify and provide reliable solutions for all technical issues to assure complete customer satisfaction through all stages of sales process

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| **Job Title** | **Inside Sales Associate** | **Department** | Sales |
| **Reports To** | Key Construction Specialist | **No. of Direct Reports** | 0 |
| **Contract Period** | 1 Year Contract Period | **Located** | Jakarta (Slipi)  |
| **Language Skills** | English and Bahasa Indonesia | **Travel** | Yes, some |
| **Relevant Experience** | 1 to 2 years preferred | **Education** | Bachelor Degree in Engineering preferred  |
| **Remuneration** | Salary, health insurance and medical benefits |

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| **JOB ROLE OBJECTIVES**This section highlights the major objectives within the role and what is to be achieved |
| 1. Accountable to achieve sales KPIs. He/ She is responsible for entering sales call into the CRM.
2. Possess a good understanding of Swagelok’s products and its applications increasing sales by continually engaging with a target list of accounts.
3. Maintain and build relationship with existing accounts by understanding customer needs and providing excellent customer service.
4. Work closely with the Customer Service team to ensure that the necessary paperwork is in order. Work closely with Services department when custom requests are received from clients/ prospects.
5. Identify current and future customer requirements by establishing personal rapport with potential and actual customers and other person in a position to understand service requirements. Provides product, service, or equipment technical and engineering information by answering questions and requests
6. Search for new clients and nurture leads who could benefit from Swagelok products and services in a designated region
7. Provide accurate records of target accounts, opportunities, quotes, projects, contacts and correspondence in company SCALA Databases
8. Continuous upgrade technical and soft skill knowledge by attending Swagelok U, any training courses arranged by company and etc.
9. Any other duties as assigned
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| **CORE COMPETENCIES REQUIRED** Indicate the observable behaviours that demonstrate the knowledge, skills and abilities that the employee should have.  |
| **Competencies** | **Behavioural Descriptors** |
| **Technical Knowledge** |

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| * Applying Current Trends in Field: Apply functional and technical knowledge, professional standards and techniques to deliver high quality work.
* Seeking New Skills: Takes advantage of opportunities to build new functional skills and technical expertise; seeks knowledge from subject matter experts when needed.
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| **Collaboration** |

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| * Identifying and Anticipating Customer Needs: Display an interest in the customer by trying to understand their concerns and issues
* Customer Care/Service: Develop positive internal and external customer relationships by consistently and efficiently delivering value.
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| **Oral Communication** | * Speaking: Speak clearly, fluently and in a compelling manner to both individuals and groups
* Understanding the Audience: Appropriately limits use of technical jargon, slang
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| **Influence and Persuasion** | * Presentation skills: Present concepts in a clear, pleasant manner; feels comfortable in front of a group; tailors communications style to the audience
* Explaining situations clearly: Provide clients and team members with the information that they need to make final decisions
* Dealing with conflict: Defuse conflict effectively without giving in or backing down; uses conflict as an opportunity to solve problems.
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| **Problem Solving** | * Solving problems: Conduct a thorough analysis of issues; understands the client’s goals and priorities; develops solutions that effectively address the client’s most critical goals.
* Decisiveness: Can make a reasonably good decision quickly; quick, confident decision- maker; not prone to over-thinking or making decisions timidly.
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**JOB TITLE: Inside Sales Associate**

**THE CANDIDATE**

**OVERVIEW**

* Bachelor Degree or equivalent in engineering or other strong scientific/technical field
* 1 to 2 years of experience in sales or other related technical role
* Fresh graduate are welcome
* Hard working and energized by a fun, dynamic, customer focused environment
* Curious investigation, proactive, able to “think outside the box”
* Well-developed communication and analytical skills
* Good knowledge of fluid systems, oil and gas industry, technical applications etc.
* Good problem-solving skills and focus on quality

**COMPANY BACKGROUND**

Swagelok Indonesia is the exclusive authorized Sales and Service Representative in Indonesia for products manufactured by Swagelok Company.

Swagelok, a $1.8 billion global company, is the world’s leading fluid system component manufacturer.

Headquartered out of the US, with a 70 year history and manufacturing facilities all over the world, our product portfolio includes valves, fittings, quick connects, filters, hoses, pressure management products, automated products, sensors, welding systems, and other fluid system components which have been used successfully in some of the most demanding applications in oil and gas, aerospace, chemical processing, oil refining, nuclear research, power generation, the semiconductor industry, and more.

We have a main office and extensive warehouse / technical facilities in Jakarta and a regional office in Singapore to support customers in Batam and provide logistics and project support.

**VALUES and ETHICS**

Swagelok Indonesia is an equal opportunities employer and we pride ourselves in putting values at the forefront of our business. We care passionately about all of our associates and their ongoing training and development. All employees will receive an enrolment in the online Swagelok University to develop their skills and knowledge of Swagelok products, applications, markets and their job roles.

Our Swagelok values of **Integrity** and **Respect** guide every interaction with each other and with customers.

Business is always conducted ethically and fairly. All associates are required to sign our Code of Conduct which holds everyone accountable to the highest standards of corruption-free business practices.