

<b>JOB TITLE:</b>	Field Sales Operative
<b>LOCATION:</b>	Victoria Island, Lagos
<b>DEPARTMENT:</b>	Domestic Sales
<b>REPORTS TO:</b>	Domestic Sales Manager
<b>JOB SUMMARY</b>	
Directly responsible for generating income, revenue, sourcing potential customers and maximizing sales of the company's products or services.	
<b>ESSENTIAL JOB FUNCTIONS</b>	
<ul style="list-style-type: none"> <li>• Drives the sales of Miele appliances by generating leads, establishing contact and developing relationships with prospective clients.</li> <li>• Identifies wholesale buyers such as real estate or property developers and pitches sales to them for upcoming projects.</li> <li>• Maintains correspondence with existing and prospective clients by responding and following up with emails and phone calls.</li> <li>• Delivers accurate product demonstration of Miele appliances to clients and educates clients about the benefits and features of appliances as required.</li> <li>• Creates sales quotations for prospective buyers.</li> <li>• Demonstrates effective negotiation and persuasion skills in convincing clients to make a sale.</li> <li>• Identifies clients who are likely to purchase products and persuades them to attend demonstration classes e.g. cooking classes and laundry demonstration sections.</li> <li>• Ensures product brochures are made and sent to clients to inform them on available products.</li> <li>• Negotiates products' terms and conditions with clients.</li> <li>• Coordinates with customer care unit to ensure seamlessly installation and commissioning of appliances.</li> <li>• Follows up on client satisfaction after installation and purchase of appliances.</li> <li>• Follows up with customer service team in resolving customer issues and ensures that feedback is provided to clients within 24 hours.</li> <li>• Responsible for driving sales of care products and Miele accessories to clients.</li> <li>• Persuades clients to purchase service plan.</li> <li>• Responds to client's complaints during the one-year warranty period and escalates the challenges faced to the customer service team.</li> <li>• Ensure all potential clients are brought to the show room.</li> </ul>	
<b>EDUCATION:</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree from a reputable institution</li> <li>• A degree in architecture/design is an added advantage</li> </ul>
<b>KNOWLEDGE REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>• Interior design knowledge is an added advantage</li> <li>• Architectural background is an added advantage</li> </ul>
<b>WORK EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>• 1 to 3 years of sales experience</li> </ul>
<b>SKILLS REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>• Presenting and communicating information</li> </ul>

	<ul style="list-style-type: none"><li>• Working with people</li><li>• Analyzing</li><li>• Creating and innovating</li><li>• Applying expertise and technology</li><li>• Persuading and influencing</li><li>• Relating and networking</li><li>• Learning and researching</li><li>• Writing and reporting</li><li>• Following instructions and procedures</li><li>• Entrepreneurial and commercial thinking</li></ul>
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