



Interflour Group

Role Clarification Form



Role Clarification Form – Internal Use Only

IDENTITY		
Organisation/ Country Interflour Vietnam	Department/ Unit Sales & Marketing	Date 02 Jan 2018
Position: Sales Manager	HR (1st Level)/ Supervisor	Approval
Supervisor's Position Definition of Supervisor: Senior Manager	HR (Final Approval)	Approval
PURPOSE (Why does the position exist, with what objectives and within what limits)		
<ul style="list-style-type: none"> - To ensure that Oil and Fat sales achieve objective and contribute to the budgeted sales and operating profit results. - To manage Oil and Fat customers, including develop new customers, to achieve sales target, build relationship with key customers, planning, controlling of annual/quarter/ month sales strategic development plan. 		
SCOPE		
Financial	Non-Financial	
	No of subordinates (direct): 0 No of subordinates (indirect):	
OPERATING NETWORK		
Internal		External (Outside SCM)
Within function	Outside of function	
<ul style="list-style-type: none"> • Senior Director • Commodity Trading Managers • Direct Reports 		<ul style="list-style-type: none"> • Distributors • Customers

Role Clarification Form

JOB TITLE	
Sales Manager	
DEPARTMENT / UNIT / COUNTRY	
Sales & Marketing	
REPORTING TO	
Senior Manager	
Role	
<ul style="list-style-type: none"> – To ensure that Oil and Fat sales achieve objective and contribute to the budgeted sales and operating profit results. – To manage Oil and Fat customers, including develop new customers, to achieve sales target, build relationship with key customers, planning, controlling of annual/quarter/ month sales strategic development plan. 	
MINIMUM REQUIREMENTS	
Education / Experience	<ul style="list-style-type: none"> • University degree or above; Major in Economic / Business Administration / Food Technology • Five (5) years of working experience in the same position and same responsibilities. Prefer working in food/oil & fat industry.
Specific Skills (Knowledge, skills and abilities)	<ul style="list-style-type: none"> • English Skill – Upper intermediate level • Good computer literacy (Ms Office) • Good knowledge of distributor management • Knowledge of Sales technology, competitive intelligence and assessment • Good skills in managing people & ability to consistently handle a wide range of complex issues simultaneously • Information analysis skill • Technical skills and in-depth knowledge of the oil and fat business

AREAS OF RESPONSIBILITY (AOR)
Header
Definition
IN ORDER TO, what results
Achieve sales target

- Achieve sales target and objectives within assigned area, by providing dynamic solutions to Sr. Manager. Develop plans to accomplish assigned target

Coordinate with relating Dept. and customer for sound delivery

- Visit customer, getting orders and coordinate with SAD, QC and LOG and customers for sound delivery

Make monthly sales forecast

- Align with key customers and market demand every last week of the current month for order planning of the next month
- Analyse market situation & work out sales forecast for the whole assigned region

Develop business relationship and classify customers. Control customer's debt

- Develop effective business relationships with key customers, coordinate with cash collector to follow – up decision makers to assure that outstanding debts are timely paid to IFV and minimize overdue debts. Classify customers basing on sales turnover and order frequency for management purpose
- Participate in key customer business reviews to encourage and support customer alliance

Communicate effectively and efficiently with other functional groups

- To be responsible for timely and accurately sending weekly report to SAD.
- Assure that adequate management control and feedback systems are maintained or developed to analyze the market, customer and our product categories, to identify problem or opportunities.
- Keep track competitor's activities and market feedbacks on IFV's products, then propose action plan to SM

Keep both colleagues and customers informed necessary information in proper manner in order to take timely action

- Communicate fully with colleagues and other (customers) who have a need to know.
- Be informative without being intrusive or vexatious. Communicate in way that is timely, yet prompt; complete, yet concise; candid yet accurate and clear yet respectfully