

Sales Director

SCOPE OF RESPONSIBILITIES

- Managing customer base across Malaysia, particularly for Strategic Accounts, keeping abreast with market developments
- Building and maintaining close relationship and credibility with stakeholders & customers especially with higher management
- Independently work on building and maintaining healthy sales pipeline via funnel management
- Proven track record in business development and closing deals
- Assist Senior Sales Director (Malaysia) to develop Sales Strategy and Revenue Forecast for related accounts
- Perform market analysis and feedback to support product development efforts for related products and solutions
- Work closely with internal functions for pre and post-sales support, including service commissioning and new product offering / pricing where necessary
- Maintain and updating of documentation not limited to contracts, collections and account intelligence

REPRESENTATIVE ACTIVITIES

Key Responsibilities:

Stakeholder Management

- Ability to build and maintain relationship at higher-level management with prospects, customers including government departments/agencies.
- Identify sales pipeline / opportunities and develop strategy (consistent with MGB Group's strategy) to convert pipelines / opportunities into sales to meet or exceed sales targets.
- Prepare and report to Senior Sales Director on monthly basis (or as required) on (i) sales report, including list of customers (existing, new sales pipelines), contract value and terms, backlog etc.; (ii) market updates/ assessments; and (iii) any operational issues.

Key Account Management & Market Expansion

- Identify key decision makers and influencers within resellers / customers' organizations and build relationship.
- Manage assigned customer accounts to ensure current requirements are met and future requirements anticipated.
- Identify and develop new opportunities for market expansion.

Sales Management Processes

- Respond to leads and customer requirements promptly, coordinating between internal stakeholders where necessary.
- Developing customer quotations / proposals independently with support from Customer Engineering and other departments on a timely manner.
- Ensuring all customers and potential customers information is captured and kept up-to-date.
- Prepare and submit weekly sales report on time including updates on competitor activities.
- Updating and maintaining records in the Revenue Monitoring System (RMS).
- Coordinating customer-related functions from on-boarding, contract management, invoice tracking and debtor aging; within agreed timelines.
- Resolving billing/invoice matters and ensure collections are within agreed contractual timelines and clear steps to address issues.
- Planning and coordinating special events / projects to target key client base.

REQUIREMENTS (Education, Experience, Skills, Attributes / Behaviors, Others)

- Minimum 10 years working experience and with sales-specific experience in Government and Security verticals
- Strong command of Bahasa Malaysia and English in professional use e.g. presentations and formal documentation
- Have existing network / relationship with government departments / agencies at both Federal and State level.
- Extensive customer visits and traveling is required to perform the work
- Solution sales background preferred
- Technical knowledge especially in satellite services and networking would be a plus point
- Education background in engineering / computer science would be an added advantage
- Proficient in Microsoft Excel and Power Point
- Pleasant and energetic personality with a keen acumen in negotiation.
- Able to work independently with experience in reporting to senior management
- Adaptability and creativity in addressing changing customer requests/demands whilst meeting set KPIs