

JOB DESCRIPTION

Job Title/ Location	Executive – Commercial	Department	Commercial
Reports Directly To (Position Title)	Dy Manager / Manager - Operations / Business Manager	No. of Direct Reports	NA

POSITION SUMMARY

Describe the primary purpose and function of this job

This position is primarily of a Sales coordinator who should have information about products, prices, availability, and product uses. This position provides support to customers including, but not limited to preparing quotations, processing orders, updating customers on delivery status and seeking P.O amendments if any, invoicing, and payment follow up etc. It is the responsibility of this position to ensure that inquiries are addressed completely and all transactions necessary to support the quote and order fulfilment process meet customer expectations.

KEY ROLES & RESPONSIBILITIES

- Quote preparation accurately using ERP package SAP and MS Excel
- Incoming inquiry handling
- Costing for pricing decisions
- Track quotes / orders of customers
- Processing orders & seek amendments
- Order updates to customers
- Making sure items are ordered as per customer requisitions
- Monitoring production schedules
- Invoicing and dispatch
- Payment follow-up
- Co-ordination with branch offices for sorting commercial issues
- Co-ordination with Swagelok USA office as required
- Grievance handling of customers in line with company Vision, Mission, values & financial objectives
- Maintain professional business relationships within target accounts
- Drafting Business Letters
- Statutory documents follow-up
- Assisting sales team in new customer acquisition
- Ensuring adherence to SQS and company's policies
- Record Keeping

Disclaimer

The above mentioned roles and responsibilities are intended to describe the general nature and level of work being performed by people classified for this Job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. He/she may be required to perform duties outside of the above defined responsibilities from time to time, as needed.

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CORE COMPETENCIES REQUIRED

Indicate the observable behaviors that demonstrate the knowledge, skills and abilities that the employee should have

Competencies	Behavioral Descriptors
Communication	<ul style="list-style-type: none"> Effectively communicates with all associates, customers and handles sensitive information appropriately. (Listening, Verbal Fluency): Active listening style that achieves understanding and appreciation for others, and expressing oneself in a clear and well-articulated fashion appropriate to audience. Fluency in English – oral & written
Teamwork & Collaboration	<ul style="list-style-type: none"> Ability to work effectively with others to deliver results.
Interpersonal Skills	<ul style="list-style-type: none"> Helps others by addressing their work-related queries. Demonstrates empathy and understanding of others situations and opinions, building coworker's trust. Proactively considers the impact of actions and decisions on others within the department.
Customer Orientation	<ul style="list-style-type: none"> Delivering, anticipating, and maintaining professionalism with customers.
Job Competency	<ul style="list-style-type: none"> Possesses requisite skills and technical ability needed to accomplish job responsibilities; seeks to continue developing new competencies to adapt to a changing environment. Meet job goals and objectives. Seeks to achieve results which are in the best interest of the organisation. Delivers high quality results accurately on time.

EDUCATION, PROFESSIONAL QUALIFICATION, EXPERIENCE & SKILLS

Education, Professional Qualification: Post graduate / Graduate in Commerce.

Experience: 2 - 3 Years in Commercial / Accounting domain

Skills: Computer proficiency in MS Office packages including Word, Excel, Power Point and Outlook is a key requirement for the job. **Advanced excel & SAP proficiency will be added advantage.**

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About Swagelok

Swagelok Company, Headquartered in Solon, Ohio, USA, is the world leader in fluid system solutions including products, assemblies and services (tube fittings, valves, quick connects, regulators, hoses, orbital welding systems and other products) that are vital to fluid system requirements in industries such as power, oil and gas, petrochemicals, biopharmaceutical, research, alternative fuels, semiconductor manufacturing etc. Its manufacturing, research, technical support and distribution facilities support a global network of more than 200 exclusive authorized sales and service centres in 57 countries on six continents. Bangalore Fluid System Components Pvt. Ltd represents Swagelok as their sole authorized Sales & Service Partner/Distributor for North India, South India & Sri Lanka. The Head office is based in Bangalore with Branch offices at Delhi, Chennai and Hyderabad as well as resident sales engineers in 6 more cities and a total of about 130 employees.

Swagelok Bangalore has been certified as “**Great Place to Work®**” in 2022.

More information on Swagelok is available at www.swagelok.com and bangalore.swagelok.com

“Swagelok Bangalore is proud to be an Equal Opportunity Employer. Applicants are selected without regard to race, ethnicity, creed, color, religion, sex (including pregnancy) ancestry & disability”.