

JOB DESCRIPTION

Job Title/ Location	Commercial Executive	Department	Commercial
Reports Directly To (Position Title)	Manager – Commercial	Location	Hyderabad

POSITION SUMMARY

Describe the primary purpose and function of this job

This position is the primary internal customer contact point for service and information about products, prices, availability, and product uses. This position provides support for customers including, but not limited to preparing quotations, processing orders, arranging deliveries, invoicing, and processing product returns. It is the responsibility of this position to ensure that inquiries are addressed completely and all transactions necessary to support the quote and order fulfillment process meet customer expectations.

KEY ROLES & RESPONSIBILITIES

- Incoming inquiry handling.
- Quote preparation using ERP package/SAP.
- Preparing business communications.
- CRM and ERP Management.
- Order management and fulfillment.
- Invoicing process and dispatch process.
- Payment and other receivable follow-up.
- Efficient in file/record keeping (soft copies and hard copies)
- Ability to build excellent customer relationship.
- Coordination with other branches and departments for effective handling of tasks.
- Office administration limited to few specific areas.

CORE COMPETENCIES REQUIRED - Indicate the observable behaviors that demonstrate the knowledge, skills and abilities that the employee should have

- Must possess strong customer service skills, time management, negotiation and interpersonal skills.
- Excellent written and verbal communication
- Must be exceptional in business communications and have strong commercial acumen.
- Must be detail oriented and an active listener.
- Ability to work under pressure in a collaborative environment to deliver or exceed results.
- Must be passionate about continuous improvement of relevant process, customer service and supply chain management.
- Strong in MS office especially MS excel.

EDUCATION, PROFESSIONAL QUALIFICATION, EXPERIENCE & SKILLS

Education : Graduation in B.Com or BSc. Mathematics.

Experience: 2-3 years of experience in quotation/tender handling and complete order management with any manufacturing or B2B industry. SAP experience mandatory.

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 7 more cities and a total of about 100 employees.

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