

POSITION DESCRIPTION

JOB TITLE: TERRITORY HEAD

REPORTS TO: BM/DDSM/DSM/SDSM/RSM-SSD Direct

To deliver Sales, profit and growth in the CRC, as per set targets, by developing quality Leadership in vibrant and friendly work place, with focus on customer delight.

TH QUALIFICATION:

- Should have been a TL/SRTL/TM for a minimum period of 24 months if from within, if recruited from outside, should have relevant Direct Sales experience for the above period and preferably in the security system industry.
- If not the graduate, at the time of recruitment should have completed his graduation before he made a Territory Head, if recruited from within.
- Average team score of 80 units sale per month during the preceding 6 months if from within EFL, if from outside his performance and track records has to be ascertained.
- Shows interest in service, accounts and other related activities.
- Has control over CDAs with less than 1% during the preceding 3 months.
- Should be capable of motivating and leading team of sales staff.
- Should have been an SCC qualifier if from within.

ROLES AND RESPONSIBILITIES:

The Territory Head is responsible for sales/Marketing/HR/Accounts/Training and Service activities at the CRC. Details in each department as under:

In Sales/Service:

- Prepare sales achievement plan in line with meeting CRC budgets and targets.
- Should be able to design a security system at customers place, generate BOQ, evaluate different options and suggest the right model.
- Should be able to learn the various security products offered by the company. Should be able to train on the products.
- Review, monitor and guide on performance of each customer sales specialist.
- Draw up detailed territory coverage plans and allocation plans.
- Devise Architect list, personally meet up with minimum 10 architects every month.
- Review individual performance of employees under OYBS.
- Ensure group/team structure are maintained.
- Ensure reports from Customer Sales Specialists, Territory Executives, Sr. Territory Executives, Territory Manager on performance are achieved on time.
- Ensure sales closing cycle calendar is followed.
- Review response time, complaints and installation register at CRC.

In Marketing:

- Launch and promote incentives in the CRC to drive business plans.
- Draw up the marketing support activity plans in consultation with BM/DDSMD/DSM.
- Consolidate competitor activities and send feedback to superiors.

In Training:

- Conduct STP/MFW/"Making of Eurochamp" and other such training programs at the CRC.
- Conduct development programs for TE/STEs and Territory Manager.

In Accounts:

- Review outstanding units/ order forms/CDA statements and exercise control.
- Is responsible for expense controls at CRC.
- Is responsible for verifying bank reconciliation statements, payroll & cash statements.

CONTEXT:

SUPERVISION:

Functionally: Sales Staff

Administratively: Accounts, CRM, Service

GEOGRAPHIC SPHERE OF FUNCTION: Individual CRC

KEY INTERACTIONS:

Internal: Sales, IT, Marketing, HO and Services.

External: Partner, Customers

KEY QUANTIFIABLE ASPECTS:

Business growth targets

Other KPIs.

QUALIFICATION GUIDELINES:

(Minimum and preferred educational requirement, work experience, special skills, knowledge and any other requirements needed for satisfactory performance of the job.

EDUCATION: Min graduation, diploma/engineering.

EXPERIENCE: (Nature of experience)

4-6 Years in the industry (need to grow from within EFL or even outsider from relevant industry can be recruited).

SPECIAL KNOWLEDGE:

Experience in Security system/product industry or relevant industry; area geography, psychographics, demographics.

SPECIAL SKILLS (TECHNICAL): MS Office, Word, Excel, Power point

SPECIAL SKILLS ((MANAGERIAL/BEHAVIOURAL): Leadership, coaching, relationship building, Time management and training.

KEY AUTHORITIES:

Setting Targets

Achieving Budgets

TRAVEL (Number of occasions and locations to be travelled to during the course of the job):

Within the city only