



<b>Position</b>	Sales Executive	<b>Function Department</b>	Sales
<b>Grade</b>		<b>Reports To</b>	Sales Manager
<b>Scope</b>		<b>Duty Station</b>	Head Office

### Job Summary

The Sales Executive responsibility is to interact with both potential and existing customers by offering the best possible customer experience as well as providing hands-on explanations of any products. He/she will also conduct research on market trends and competitors' products.

The sales executive should successfully generate qualified leads, create suitable quotes, and process purchase orders.

### Main Responsibilities

- Develop sales plans and strategies for all products and markets.
- Carryout basic equipment installations and qualification tests.
- Undertake market research and market analysis competently.
- Undertake basic trouble shooting and maintenance on analytical instruments.
- Improve customer satisfaction through continuing education on equipment utilization by customer.
- Maintain good sales records and customer databases.
- Organize and conduct product demo activities to customers.
- Train clients on operation of analytical instrument and application techniques.
- Follow up projects/tenders.
- Assisting the technical team in installation of equipment.
- Processing new orders in the CRM system and updating the existing orders as necessary.
- Support trade shows and professional conferences by making presentations.
- Use market and product knowledge to assist in developing sales, marketing and customer service strategies.
- Produce well-written post-training reports and provide regular feedback on customer satisfaction and needs.

### Critical Success Factors for the Job

<b>Job Specifications</b>	<b>Behavioural Skills</b>	<b>Relevant Competencies</b>
<ul style="list-style-type: none"> <li>• Minimum of Bachelor's Degree in Chemistry or Diploma in Applied Sciences (Chemistry major)</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent customer service skills.</li> <li>• Strong planning and organization skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Foundational Sales Knowledge - understanding each step of the sales process used to convert customers.</li> </ul>

<ul style="list-style-type: none"> <li>• Experience in basic analytical techniques and operation of analytical equipment.</li> <li>• Good knowledge of modern analytical techniques and applications.</li> </ul>	<ul style="list-style-type: none"> <li>• Outstanding communication skills</li> <li>• Self-motivated and creative</li> <li>• Disciplined and work with minimal supervision.</li> <li>• Relationship management skills.</li> <li>• Report writing, presentation skills.</li> <li>• Analytical skills, detail oriented.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to Learn - constantly looking for ways to gain additional knowledge and perspective to better serve customers.</li> <li>• Solutions-Oriented - Selling from a solutions-oriented perspective and keeping the needs of the customer front and centre to convert leads.</li> </ul>
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### **HOW TO APPLY**

If you meet the above requirements/qualifications and are interested in an opportunity to work with us, we would like to hear from you.

Kindly forward your application accompanied by a detailed resume, email address, daytime telephone contact, name, and address of three referees to [hr@esteckenya.com](mailto:hr@esteckenya.com) not later than **31<sup>st</sup> March 2023**.

NB: Only shortlisted candidates will be contacted. ESTEC is an equal opportunity employer.