



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Sales Operation Executive
Internal Reference	ODC-0458
Business Unit / Group Function	ODC
BU Team / Sub-Function	Commercial/Sales
Location	Taipei
Team Leader Role	Sales Capability & Operations Manager
Role Level	5
Team Members	No
Role Purpose	
<p>This role supports the Sales Capability & Operations Manager to execute commercial development programs and measure success. This role will implement solutions to specific sales force effectiveness challenges across a range of critical areas, such as customer segmentation, sales resource optimisation and sales process, and ensure accurate & up-to-date sales systems, data and reporting.</p>	
Accountabilities	
<ul style="list-style-type: none">• Support the implementation of the RTC market maturity assessment (MMA) action plan to drive improvement of overall MMA Score.• Support the execution of the sales capability program for the local market, including localizing of global training materials, delivering local resources for training, and implementing a solid capability improvement plan with clear milestones.• Track metrics for measurement and evaluation methods to assess the progress made by the teams after completing the capability program.• Track, consolidate and process wholesaler orders and customer contract support requests, to ensure compliance and deliver accurate orders and reporting• Track, consolidate and measure sales data, including wholesaler depletions, delivering accurate reports and dashboards. In partnership with the Sales Capability & Operations Manager, outline actions to be provided to Sales leaders to actively engage market challenges and drive revenue growth.• Working closely with commercial leaders, ensure data is accurately captured in the organisation's CRM and Sales Force Automation (SFA) in an integrated, robust, timely and cost-effective manner, in order to accurately capture and reflect data to deliver value to the sales team in a scalable and flexible fashion.• Support the day-to-day operations of CRM and SFA systems, ensuring fit-for-use and implement updates to drive continuous improvement.• Track commercial target data, including demand & sales forecast, to support optimisation of RTC through effective use of commercial data gathered through existing and future commercial systems (e.g. Journey planning optimisation; sales lead generation etc.) and identify risks & opportunities	
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