



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Job Title</b>	<b>Sales Operations Executive</b>
<b>Business Unit / Group Function</b>	ODC BU
<b>BU Team / Sub-Function</b>	Commercial / Sales
<b>Location</b>	Taiwan
<b>Team Leader</b>	Sales Capability & Operations Manager
<b>Team Members</b>	N/A
<b>Job Level</b>	5
<b>Role Purpose</b>  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.	
<b>Accountabilities</b> <ul style="list-style-type: none"><li>• Support the implementation of the RTC market maturity assessment (MMA) action plan to drive improvement of overall MMA Score.</li><li>• 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.</li><li>• Track metrics for measurement and evaluation methods to assess the progress made by the teams after completing the capability program.</li><li>• Track, consolidate and process wholesaler orders and customer contract support requests, to ensure compliance and deliver accurate orders and reporting</li><li>• Track, consolidate and measure sales data, including wholesaler depletions, delivering accurate reports and dashboards. In partnership with the Sales Capability &amp; Operations Manager, outline actions to be provided to Sales leaders to actively engage market challenges and drive revenue growth.</li><li>• 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.</li><li>• Support the day-to-day operations of CRM and SFA systems, ensuring fit-for-use and implement updates to drive continuous improvement.</li><li>• Track commercial target data, including demand &amp; 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 &amp; opportunities</li></ul>	
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