



JOB DESCRIPTION

“Private & Confidential”

Job title	<i>Post Sales Supervisor</i>
Reports to	<i>Sales Manager</i>

Job Overview

A Post Sales Supervisor is responsible for supervising all post-marketing, budgeting, customer follow-up, and general business plans to make sure customers are satisfied and that sales improves.

His/Her job description entails training, motivation, and provision of leadership to post sales team whose main objective usually is to provide high quality customer service and maximize profit through increased patronage.

Duties and Responsibilities

- Train, motivate, and lead after sales teams to achieve set objectives and targets
- Maintain contact with clients to obtain customer feedback regarding product/service quality
- Assist clients in resolving issues and complaints concerning purchased products or services
- Build and establish good work relationship with clients to facilitate increased patronage and revenue
- Monitor contract details to notify clients of pending expiration and help process renewal
- Organize promotional and marketing campaigns to create awareness and product publicity
- Supervise the operations of after sales teams to ensure set targets are met
- Develop and implement strategies effective for ensuring a satisfied clientele and increased returns
- Liaise with other sales departmental heads to discuss business plans necessary for enhancing sales performance
- Direct and coordinate the customer service operation of a team to ensure clients are tended appropriately in line with set customer service standards
- Develop and optimize support and service processes, tools, and systems
- Conduct price and contract negotiations with clients to establish contract details and attain profit margin
- Oversee all post-sales services provided to clients to ensure customer satisfaction
- Maintain an up-to-date knowledge of job operations by conducting research and participating in educational programs
- Provide periodic reports to management on all after sales activities
- Ensure compliance with all general and company policies when carrying out job duties.

Qualifications

- Required to live in Manila, Philippines
- Required language(s): English and Chinese (Mandarin) both written and oral
- Bachelor’s degree in marketing, business administration, economics, or in any other related business discipline.
- At least 1-year experience in online gaming industry
- Prior experience in a management field, preferably customer relationship management
- Attentive, Cautious, Optimistic and Patient
- Communication Skills: Adept in interacting with customers to identify and help meet their desires
- Leadership Skills: Able to coordinate and organize the activities of post sales teams to ensure client satisfaction and improved sales
- Problem-solving Skills: Able to develop and implement solutions necessary to ensure increased patronage and customer satisfaction.