

JOB DESCRIPTION

JOB TITLE	Sales & Marketing Executive
DEPARTMENT	Sales & Marketing
LOCATION	EVERSPARK Industries Sdn Bhd.
REPORTING TO	Sales & Marketing Manager
EMPLOYMENT TYPE	Full-Time

ABOUT THE ROLE:

We are looking for a dynamic and results-driven Sales & Marketing Executive to support our business growth. The role involves managing our existing Customer portfolio by providing excellent Customer service and building strong Customer relationships. In this role, you will be responsible for managing the full Sales Cycle (Handle customer enquiry, Order collection, Order Processing and Coordination, Delivery, After-sales Support and Payment collection).

You will also have the opportunity drive the company visibility through Sales and Marketing initiatives, like supporting at annual international roadshows and exhibitions.

This role is ideal for a professional who is self-motivated, KPIs target-oriented and has strong communication skills, with the ability to identify opportunities, solve customer challenges, and deliver exceptional service while meeting business objectives.

KEY RESPONSIBILITIES

1. Sales Targets & KPIs:

- Identify, pursue, and secure new and existing business opportunities across target markets.
- Prepare and deliver Sales quotations, and presentations to Customers on time.
- Follow up on sales quotations and obtain Customer's confirmation of the Sales order.
- Achieve and exceed monthly Sales targets set by the Management Team.

2. End-to-End Sales Cycle Handling

- Collect and confirm Customer orders (ensuring accuracy of product specifications, quantities, and lead times).
- Coordinate with Production Department to complete Customer orders with specified lead time.
- Liaise with Shipping Department for on-time delivery to Customers.
- Ensure delivery documents and invoices are correctly prepared and sent.
- Follow up with Customers for payment collection in line with agreed terms.
- Address Customer feedback, complaints, and after-sales issues professionally.



3. Customer Relationship Management

- Build and maintain long-term relationships with Customers assigned to your region, acting as the key contact.
- Understand Customer requirements and recommend appropriate Products/solutions.
- Manage and grow existing Customer accounts by providing excellent Customer service and After-Sales support.

4. Marketing & Brand Development

- Support our Customers in planning and organizing marketing materials for activities to support their sales goals.
- Collaborate closely with our Customers to develop materials for their private brandings (e.g Packaging).
- Represent the company at trade fairs, exhibitions, and networking events to build visibility and attract prospects.

QUALIFICATIONS & EXPERIENCE:

- Minimum 2 years of experience in Sales/Marketing or a similar role
- Diploma, Bachelor's Degree in Business Studies/Administration/Management, Commerce or equivalent in related field. (Fresh graduates with strong drive will be considered).
- Knowledge in ERP / SAP basic function, MS Office.
- Proficient in written and verbal English

KEY TRAITS & COMPETENCIES:

- Results-driven and target-oriented
- Customer-focused mind-set, with high attention to details
- Strategic thinker with problem-solving skills
- Adaptable and proactive in fast-paced environments
- Communication skills and problem-solving mind-set and ability
- Ability to work independently and as part of a team with strong team spirit

