



## Job Description – Telesales Consultant

### Job Purpose:

Responsible for clients' orders and invoicing on system. Follow up on related matters such as collection, delivery and any pending issues.

Perform duties in accordance with Malia Group Policies and Procedures.

### Duties & Responsibilities

-Report to Sales Manager about clients' complaints regarding delivery delays. Follow up on corrective action plan.

-Collect client orders by phone/email when necessary and communicate overdue balance with the corresponding delay.

-Handle client invoicing and follow up on pending orders and delivery delays. Solve returned invoices within 48 hours by coordinating with the responsible customer consultant.

-Answer satisfactorily customer queries related to delivery delay, out of stock situation, information about product usage, drug's side effects.

-Follow up on customer payments, send a statement of account to customers with request for confirmation.

-Inform clients (Pharmacies and dispensaries) about products that will be withdrawn from the market.

-Update on a regular basis visa client data to be accurate at all times.

-Keep clients' target data accurate and updated on system at all times.

-Ensure that sold product has its target and public price entered on system in due time (before selling it). If target is not available on system, coordinate with concerned parties to have it implemented.

-Issue delivery notes (free goods) as per requests.

-Coordinate with the delivery department for the dispatching of samples sent by internal mail'.

-Monitor sales procedures to stay in line with company policies and procedures.



**Education:**

Bachelor's degree in business administration

**Experience:**

1 to 2 years of experience in selling pharmaceutical products.

**Contact Details:**

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