

JOB DESCRIPTION

POST-SALES Sr. MANAGER

Job Responsibilities:

- Responsible for the establishment of post - sales services objectives, in coordination with the Company's business plan.
- Responsible for providing weekly, monthly and quarterly updates, revisions and modifications to the post – sales services plan.
- Responsible for coordinating the specific objectives of the Plan with all of the functional departments of the company, specifically with Engineering Dept.
- In coordination with the EVP of Business Development and Director – Sales, establish support strategies for the company.
- Responsible for the successful management of the needs of the Company's customers in order to meet the objectives of the company's overall business plans and strategies.
- Manage all post – sales support functions of The Company to create delighted customers.
- Define and manage the daily, weekly and monthly support activities of the post – sales service staff.
- Monitor all post – sales support activities to achieve 100% Customer Satisfaction.
- Monitor and Control all post – sales Services Activities to achieve 100% Quality Assurance.

Required Qualification:

- Minimum of 5 -7 years of work experience in Telecom/ISP/IT Industry, preferably in sales/Marketing /Customer Service functions.
- Self motivated with an ability to achieve 100% Customer Satisfaction.
- Should have excellent writing, reading and speaking skills in Pashto, Dari and English languages.
- Should have corporate level proficiency in MSWord, Excel, PowerPoint, official e-mailing and computer skills etc.
- Should have a presentable, courteous and pleasant personality
- Should be hardworking, Sincere, Honest, Dedicated, and Self achiever.