



## Job Description Template

### Position

Job Title: Sr. Executive/Assistant Country: India  
manager - Sales  
Reports to (position): General Manager - Health Job Location:  
Care Sales Hyderabad  
Reports to (name):  
Department/Function: Healthcare Sales

### Key figures/Job Dimensions

Number of direct reports  
(solid line): \_\_\_\_\_ Turnover/Revenue (\$m): \_\_\_\_\_  
Number of direct reports  
(dotted line): \_\_\_\_\_ Budget (\$m): \_\_\_\_\_  
Total number of  
employees in unit: \_\_\_\_\_ Other: \_\_\_\_\_

\_\_\_\_\_  
Hiring Manager sign and date

\_\_\_\_\_  
Hiring Manager+1 sign and date

### Purpose of the position

The Business Manager is responsible for the management of the packaged industrial gases products portfolio in designated geography to execute strategic intent and meet financial targets.

### Principal responsibilities

- Coach and develop team members.
- Directly accountable for delivering sales targets in the assigned territory
- Manage all existing customer accounts in assigned territory thru the reporters
- Directly manage the Key accounts & have direct access to key stakeholders of ALL accounts
- Ensure timely submission of Territorial Reports , Volume Trends , Price Trends & drive Sales & Mktg Initiatives
- Maintain good networking within the various departments for cross-functional support
- Execute as well as Drive various SAFETY programs & other Customer Engagement activities
- Coordinate with plant/distribution/support teams to ensure timely supplies to customers
- Drive timely collection of payments from all customers in the territory
- Drive new PSOs as a part of complete customer management
- Address customer complaints promptly and ensure timely redressal
- Generate new large/strategic leads and work to convert the leads to business wins
- Collect and report market intelligence information related to
- Competitor actions in marketplace
- New market trends
- Meet the annual KPI targets set for
- Revenue
- Product Price
- DSO
- New Wins
- Customer Visits
- Cylinder Management
- Safety

## Key Interfaces

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- Strategic Marketing – Product Manager, marketing communication and Pricing Manager
- Collection targets & DSO control.
- Customer Service Centre
- Deliver – country level for Transport safety, Contract management and Scheduling
- Make – country level for planning , Best practices , Cylinder Asset Management , Engineering support
- FICO – Business Partner & Credit Control Manager
- Statutory agencies
- Internal Audits & legal counsels
- Group stakeholders

## Required Behaviours

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- Business Development & target achieving target. Focused & Disciplined approach (30%)
- Traveling 15 days a month.(10%)
- Team player with leadership skills . Ability to influence team and customer stakeholders. (10%)
- Strategic Thinking. Takes medium to long term view of the business , assessing options for the future and the implications. (10%)
- Customer Focus – (Client relationships) Works with own team to build relationships with customers (20%).
- Promotes and drives organisational initiatives (10%)
- Motivates team and maximises resource and asset productivity & Highest level of integrity and behaviour in line with the Linde code of ethics (10%)

## Required key skills (functional/technical)

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- Good understanding of – Purchase Order, Purchase Process, Agreements, Cost & Profitability , Taxes & implications, Collection , Credit notes
- Work towards providing Solution , handle disputes.
- Knowledge of government Tender process. Tender submission documentation & online Tendering process. Handling digital key. Working on government Tenders.
- Customer Focus.
- Language Skills – Fluent in both written and spoken Hindi , English and local language preferred
- Knowing the Geography & HC customers in the geography.
- Presentable.
- Experience of Outstanding Collection , resolving Old disputes.
- Communications skills (effective presentation, negotiation, conflict resolution)
- Strong change management leadership, ability to transform business

## Required qualifications/experience

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- Degree in Engineering Bio-Medical / Chemistry Graduate / MBA Marketing.
- Worked in Health Care in South > 9-10 years (AP & TS will be preferred) | HC Gases will be preferred .

The job holder is required to adhere to the Linde values of Safety, Accountability, Integrity, Inclusion and Community.

The percentages allotted for the key critical behaviours cited above are allotted based on belief and appropriateness with respect to the particular position and not based on any scientific calculation.