

Dear Candidate,

Greetings from **PureSynth!**

As discussed, PFB JD for **mentioned** role below.

**Position:** CRM Manager/Inside Sales Executive/Sr Executive

**Openings:** 2

**Location:** Thane

**Working Days:** 6 Days (Flex 2 sat off)

- **Maintaining customer database:** Ensure the accuracy and completeness of our customer database by regularly updating customer information, interactions, and transactions.
- **Managing order updates and statuses:** **Monitor** and track the progress of customer orders, ensuring timely updates on order status, shipping details, and delivery schedules.
- **Giving quotations:** Prepare and provide accurate and competitive quotations to customers based on their requirements and pricing guidelines.
- **Following up and getting orders:** Proactively follow up with potential and existing customers to understand their needs, address any concerns, and secure orders for our products.
- **Sound knowledge of chemicals:** Possess a comprehensive understanding of various chemicals, including their properties, applications, and industry trends, to effectively communicate with customers and address their inquiries.
- **Building customer relationships:** Develop and maintain strong relationships with customers by providing excellent customer service, promptly responding to inquiries, and addressing any issues or complaints.
- **Collaboration with internal teams:** Collaborate closely with the sales, production, and logistics teams to ensure seamless order processing, timely delivery, and customer satisfaction.
- **Data analysis and reporting:** Utilize CRM software to generate reports, analyze customer data, and identify opportunities for improving customer satisfaction and sales performance.
- **Chemical sourcing:** Collaborate with the Sourcing Executive and procurement team to source and procure chemicals from suppliers based on customer requirements. Ensure timely and cost-effective sourcing of chemicals to meet customer demands.
- **Quick responses to customer queries:** Provide prompt and accurate responses to customer inquiries, addressing their queries regarding product specifications, pricing, availability, and order status. Maintain a high level of responsiveness to enhance customer satisfaction and loyalty.
- **Cold calling to channel partners and customers:** Proactively reach out to potential channel partners and customers through cold calling to generate leads, promote products, and establish business partnerships. Effectively communicate the value proposition of our products and services to encourage sales and expand the customer base.

**Qualifications and Skills:**

- Bachelor's or Master's degree in Chemistry or related field.
- 2+ years of experience in customer relationship management or a similar role, preferably in the chemical industry.
- Strong knowledge of various chemicals, their properties, applications, and industry trends.
- Excellent communication skills, both written and verbal, with the ability to effectively interact with customers.
- Customer-centric mindset with a focus on providing exceptional service and building longterm relationships.
- Strong organizational skills and attention to detail to maintain accurate customer data and order information.
- Proficiency in using ERP software or customer database systems.

Thanks.