



Front Office Executive | Department : Sales & Service

A love for interaction with people, a streak for experimentation and great social skills.

First impression is utmost important for a corporate area. Thus, the front office executive plays a very important role in it. They are the ones who can just by their way of talking and greeting can change everything.

ROLES IN THE COMPANY FOR THE FOES

The skills required for this job the most are Oral / Verbal Communication and Office Administration, Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Posting Ads, Analyzing Information, Multi-tasking is Front Desk Executive job

Attracts potential customers by answering product and service questions; suggesting information about other products and services. Accept customer Customized orders or product booking by recording or written information. Maintains customer records by updating purchase information.

Responsible for handling front office reception and administration duties, including greeting guests and offering them a beverage, answering phones, handling company inquiries, and sorting and distributing mail. Mail also schedule meetings and travel for executives.

Job Duties and Tasks for: front office executive sales “Order Clerk”

- 1) Obtain customers' names, addresses, and billing information, product numbers, and specifications of items to be purchased, and enter this information on order forms.
- 2) Prepare invoices, shipping documents, and contracts.
- 3) Inform customers by mail or telephone of order information, such as unit prices, shipping dates, and any anticipated delays.
- 4) Receive and respond to customer complaints.
- 5) Verify customer and order information for correctness, checking it against previously obtained information as necessary.
- 6) Direct specified departments or units to prepare and ship orders to designated locations.
- 7) Check inventory records to determine availability of requested merchandise.
- 8) Review orders for completeness according to reporting procedures and forward incomplete orders for further processing.
- 9) Attempt to sell additional merchandise or services to prospective or current customers by telephone or through visits.
- 10) File copies of orders received, or post orders on records.
- 11) Compute total charges for merchandise or services and shipping charges
- 12) Confer with production, sales, shipping, warehouse, or common carrier personnel in order to expedite or trace shipments.
- 13) Recommend merchandise or services that will meet customers' needs.
- 14) Adjust inventory records to reflect product movement.
- 15) Collect payment for merchandise, record transactions, and send items such as checks or money orders for further processing.
- 16) Inspect outgoing work for compliance with customers' specifications.
- 17) Notify departments when supplies of specific items are low, or when orders would deplete available supplies.

18) Recommend type of packing or labeling needed on order.

19) Calculate and compile order-related statistics, and prepare reports for management.

This job demands you to enable your understanding of your role/job in the company by reading thoroughly through the emails, messages or documents given to you. All the communication should compulsorily be done through WhatsApp or Email. NO voice communication strictly.

Rules and Regulations

Each employee must act in accordance with the company's policies, orders, rules, regulations, guidelines etc. applicable from time to time.

The Company expects each employee to maintain proper decorum. Employees are expected to conduct themselves on the job in a manner that contributes to operating effectiveness, productivity, safety and harmonious work environment.

The duty must be performed in good faith and a brief reporting of the work done in the entire day must be provided to the Team leaders.

Proper registers must be maintained for easy tracking and record keeping.

Job Description – Front Office Executive - Customer & Sales

1) Receiving the orders from the customers through calls, mails or direct visit to the office.

2) Conveying the required information to the customers related to the orders.

- Inform customers by mail or telephone of order information, such as unit prices, shipping dates, and any anticipated delays.

3) Collecting the information from the customer who visits our office to place the orders.

- Obtain customers' names, addresses, and billing information, product numbers, and specifications of items to be purchased, and enter this information on order forms.

4) Validating the customer provided information before sending to the required team.

- Verify customer and order information for correctness, checking it against previously obtained information as necessary.

5) Check inventory records to determine availability of requested merchandise.

- FOE has to ensure before confirming the order whether the required inventory is available to carry out the production.

6) Review orders for completeness according to reporting procedures and forward complete order details for further processing.

- FOE has to check whether the details collected from the customer is sufficient to carry out the next process before passing on to the backend team.

7) Recommend merchandise or services that will meet customers' needs.

- FOE has to understand the requirement of the customer and suggest them the suitable services.

8) Compute total charges for merchandise or services and shipping charges

- If the customer requires a door delivery then FOE has to quote the price for the product accordingly.

9) Direct specified departments or units to prepare and ship orders to designated locations.

- The details of the received order has to be passed on to the backend team for the design and production. After the design is been approved and production is completed it has to packed properly. Paste the address label with customer address and recheck it for smooth delivery. Dispatch the product to the designated location.

10) File copies of orders received, or post orders on records.

- FOE has to file all the details collected relevant to the customer and orders and also a copy in the system.

11) Conducting in-depth needs assessments to better understand each client's requirements.

- FOE has to keenly listen and understand the requirement of the customer to suggest the best possible services to the customers.

12) Inspect outgoing work for compliance with customers' specifications.

- FOE has to periodically follow up with the back end team to check the process is carrying out properly.

13) Receive and respond to customer complaints.

- Customer calls or complaint has to be attended in a disciplined manner. Listen to the details, record it in the form of report and pass it to the require team for the required and immediate action.

14) FOE should always practice to carry out the action of Cross selling and up-selling

- Attempt to sell additional merchandise or services to prospective or current customers by telephone or through visits.

15) Confer with production, sales, shipping, warehouse, or common carrier personnel in order to expedite or trace shipments.

- FOE has to build a good business relationship with all the front and back end team to ensure that the order process from order received till delivery is been carried by every team in smooth manner.

16) Adjust inventory records to reflect product movement.

- Records has to updated regularly to reflect the product movement.

17) Collect payment for merchandise, record transactions, and send items such as checks or money orders for further processing.

18) Notify departments when supplies of specific items are low, or when orders would deplete available supplies.

- FOE must keep a record of available raw materials on a regular basis so that when there it is found that there is a shortage of raw materials for the upcoming orders it has to be updated to the Admin and backend team to keep the required stock.

19) Calculate and compile order-related statistics, and prepare reports for management.

- FOE has to prepare the regular statistical reports in the required format and forward to the team heads to analyze order movement at the particular location.

20) Collect client feedback about their experience.

- After ensuring the product is been delivered to the customer is proper manner send the feedback from to collect the reviews from the customer based on the service provided through Google sheets.

21) Resolving customer complaints quickly and efficiently.

- FOE has to constantly follow up with the required departments to resolve the issues by the customer and ensure that it is been solved at the earliest.

22) Keeping customers updated on the latest products in order to increase sales.

- FOE has to be in contact with the existing customers and keep updating them with the latest products or services of the company.

23) Researching and pursuing new business opportunities.

- FOE has to work on the researching new plans to increase the sales in every location.

24) Meeting sales/revenue targets.

- FOE has to work aggressively towards the given targets and work towards the achieving them in the provided deadline.

25) Ensuring client satisfaction.

- FOE has to work on the providing on time services to customer without any delay and try to keep the customer always satisfied by our services.

26) Negotiating and closing business deals that promote sustained revenue.

- FOE has to always work on understanding the requirement from the customer and converting them to orders to have continuous inflow of the revenue to the company.

27) Manage multiple projects concurrently and meet deadlines.

- FOE must be well equipped with the product knowledge and must handle multiple projects and work on meeting the targets.

28) Continually learning about the company's products.

- FOE has to perform self learning and undergo continuous training to upgrade on the new services as when proposed and added to the company products.

Promotion Responsibilities

1. Supporting the Marketing Manager and marketing team with project organization.

- FOE has to work on supporting the marketing team in promotion activities.

2. Employing online marketing analytics to gather information from web and social media pages.

- FOE has to carry out the promotion activities in the social media as directed by the digital marketing team.

3. Updating databases, spreadsheets, managing mailing and inventory lists.

- FOE has to prepare the reports of the activities carried out in the promotion.

4. Posting online content for the company's social media page and website.

5. Evaluating brands' target customers to identify the social media channels that would provide the best opportunities for customer engagement.

- FOE has to plan and work on the methods to reach the target customers and increase the revenue.

6. Developing and sourcing content for digital platforms.

7. Design and oversee all aspects of our digital marketing department including our marketing database, email, and display advertising campaigns.