



Job Title: Associate/Assistant Manager – Sales Support Function

Department: Sales

Location: Mumbai, Head Office

About Us:

Dai-ichi is at the forefront of the specialty chemicals industry, known for our innovative approach and commitment to quality. We're dedicated to developing products that not only meet but exceed the needs of our customers while maintaining environmental stewardship.

Job Summary:

We are seeking a highly organized and detail-oriented Sales Operations professional to manage the end-to-end order lifecycle for our domestic and international customers. In this pivotal role, you will act as the central liaison between the customer, the technical sales team, and our supply chain/production departments. Your mission is to ensure seamless order execution, maximize customer satisfaction, and support our revenue growth targets through precise data management and proactive account coordination

Job Responsibilities:-

- Responsible to better manage the pre-sales and after sales support for assigned sales accounts to bridge any gaps between customer & the company to ensure improved efficiencies and customer satisfaction
- He will be responsible for the account from the date of issue of customer PO till the material is delivered to the customer
- Assist the business by engaging with the budget holders to deliver the targets
- Assist the Sales team to establish a growth forecast as well as budget planning
- Preparation of Sales Orders in the SAP system after verification of purchase orders received from domestic and export customers and verifying the prices
- Provide Order Acceptance and engage with the customer till the material reaches the customer
- Maintaining Sales records, with daily tracking and analysis
- Support the Technical Sales team with updated Sales analysis, customer product wise
- Extract and provide specific MIS reports to the Sales team
- Submit proposals to the SAP department for creation of new customer codes
- Monitoring receivables from customers, distributors based on the out standings statement and taking suitable actions
- Coordinate with Stores/supply chain/production till the material reaches the customer
- Contribute to lead generation for additional business

**Qualifications:**

- Graduate in Commerce, Business Administration, or Marketing Management
- 3–5 years of experience in a Sales Support, Sales Coordination, or Inside Sales role
- Hands-on SAP experience in SD (Sales & Distribution) module order entry, pricing, customer master
- Proven track record of managing a high volume order book with accuracy and speed
- Strong Microsoft Excel skills pivot tables, VLOOKUP, data analysis
- Excellent written and verbal communication in English, professional customer facing communication skills

Preferred:

- Experience in the chemicals, specialty chemicals, or B2B manufacturing sector
- Familiarity with export documentation invoices, shipping bills, INCOTERMS, LC documentation
- Exposure to receivables management and credit control processes
- Experience working with a Technical Sales team in a supporting capacity

Why Join Dai-ichi:

- Be a part of a pioneering company that is leading innovations in the chemical industry.
- Engage with a team of professionals that values growth and sustainability.
- Enjoy a role that offers diverse opportunities to impact the company positively.
- Competitive salary and benefits package.