

Job Title : Manager, Retail Sales & Planning

OVERALL PURPOSE:

Manager, Retail Sales and Planning will be responsible in developing and leading Alternative Sales Channel and the Sales Planning function.

- ◆ Accountable for developing alternative sales channels such as Direct Sales and Telesales team and ensuring the achievement of business targets and sales performance of alternative sales channel.
- ◆ Responsible for the implementation of Retail Sales planning process including budgeting and business planning framework.
- ◆ Develop and implement sales and business review discipline to effectively monitor and drive business performance of the region and branches.
- ◆ Provide timely business performance and sales analysis to support Regional Office in their effort to drive business performance.

RESPONSIBILITIES:

- ◆ Build, recruit and develop alternative sales channels like Direct Sales and Telesales to complement the branch sales channel.
- ◆ Lead and manage the Direct Sales and Telesales business performance and drive execution against goals set.
- ◆ Work closely with Retail Banking Management, Finance as well as Regional Office to lead the Annual Operating Plan by holding the Regional Office and Branches responsible for achieving monthly, quarterly and annual targets across all the retail products.
- ◆ Develop and implement an effective sales planning framework, translating bank's overall business goals into actionable and measurable regional/branch business targets and individual KPIs.
- ◆ Design and implement a Regional Business Performance Review meetings calendar in a rolling 12 to 18 months and make sure all reviews are conducted on a monthly/quarterly basis.
- ◆ Monitor regional and branch sales performance and KPIs to meet the department and bank's objectives.
- ◆ Document and communicate key actions and decisions to drive alignment of achieving the business target for the year.
- ◆ Develop and implement sales incentive plans to lift sales and leads referrals productivity of the Retail Bank salesforce and non-salesforce.
- ◆ Facilitate with other departments and/or stakeholders to identify and remove roadblocks to help accelerate all branch performance improvement initiatives.



- ◆ Collaborate with Retail Product Management & Development and Marketing Dept to develop enhanced planning process, promotions and campaign executions that aligns with corporate strategy.
- ◆ Provide general analytical support to Retail Banking Management and Regional Office and Branches.
- ◆ Drive continuous improvement in reporting and planning tools to deliver actionable insights around KPI achievement.
- ◆ Identify reporting gaps and develop reporting dashboards to support the sales view of the business.

QUALIFICATIONS REQUIREMENTS:

- ◆ Bachelor/Master Degree in Marketing, Business or a related relevant discipline.
- ◆ At least 5 years of sales leadership role and sales planning experience regional or national level.
- ◆ Proven ability in developing and managing sales teams and effectively drive achievement of business targets.
- ◆ Experience in Banking and Finance sales management is an added advantage.
- ◆ Budgeting, sales planning and sales forecasting experience
- ◆ Desire to work cross-functionally with a high degree of positive intent.
- ◆ Must be proficient in excel
- ◆ Exceptional strategic planning, problem solving, and managerial skills.
- ◆ Strong understanding of budget management, business cycles, and key financial drivers.
- ◆ Excellent analytical and problem-solving skills, planning, project management and organizational skills.
- ◆ Ability to communicate effectively with cross-functional teams.
- ◆ Exceptional ability to develop innovative processes and consistently deliver results.

Contact Info:

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