



# Gift Network Job Mapping Job Description

<b>COMPANY :</b>	GIFT NETWORK COMPANY
<b>DEPARTMENT :</b>	AFFILIATES
<b>POSITION :</b>	MERCHANT ACCOUNT EXECUTIVE

**AIM OF THE JOB** - *State concisely the aim of the job*

Explore & approach potential merchant within the context of the assigned territory and business scopes as Meal or Gift to be accordingly to overall corporate plan and, where appropriate,

Gain new merchant and develop merchant within recommended standards and merchant sales targets and quotas.

Establishes and maintains sales relationships with existing accounts/merchants merchant to guarantee great experience of Sodexo's services to our 3 major stakeholders-Consumer, Client & Merchant (Include up-sell extra services to merchants., negotiate frequent ties-up with merchant according to marketing and sales department's needs)

**AREAS OF RESPONSIBILITY**

Headings

Ranking

Definition (*in order to, what results*)

**Merchant business development**

- Explore market survey within territory and identify merchant business development opportunities
- Collect merchant database from market and set up pipeline merchants and potentialities.
- Meet regularly with in-charge existing merchants to maintain good business relationship. Understand their specific needs.
- Negotiate merchant terms and commission, either proactively or reactively.
- Obtain & handling promptly any acceptance issue reported by clients or end users
- Participate to the development of value added services to affiliated merchants, in collaboration with marketing department.
- Sell actively these value-added services to existing merchants.
- Follow up strictly merchant commercial policy included Marketing fee rate, payment terms, services package, etc. & merchant operation process

**Gift Network Company**

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**PROFILE** – Describe the typical profile (education, diplomas, years of studies, necessary experience / domains of expertise) *required to hold this position*

Education	<ul style="list-style-type: none"> <li>▫ At least Bachelor's degree. Business Major is preferable</li> </ul>
Work Experience	<ul style="list-style-type: none"> <li>▫ At least 2 years of face-to-face sales experience and business development management.</li> </ul>
Specific Knowledge	<ul style="list-style-type: none"> <li>▫ Speaking &amp; writing in English</li> <li>▫ Proven track record in achieving sales targets</li> <li>▫ Business to business selling skills.</li> <li>▫ Negotiation skill &amp; problem solving skills</li> <li>▫ Ability to independent working upon tracking</li> <li>▫ Good overall view on different business sector model such as retails, F&amp;B, Fashion, Shopping, Entertainment....</li> </ul>
Behavior	<ul style="list-style-type: none"> <li>▫ Be positive and enthusiastic attitude and always looking out for opportunities and challenges, has the drive and passion to want to succeed.</li> <li>▫ Professional working performance</li> <li>▫ Fully in line with ethical principles and with high integrity</li> <li>▫ Understand and delight customers</li> <li>▫ OT can be acceptable – if requested</li> </ul>
Business Understanding	<ul style="list-style-type: none"> <li>▫ Ability to understand company business trend and country merchant issues to translate them into merchant improvement actions.</li> </ul>