

FireGroup

<https://firegroup.io/careers/head-of-sales/>

Description

Head of Sales

Established in 2013, by helping merchants overcome business challenges, we strive to enable their success. Here at FireGroup, we offer business owners the tools they need to bridge the gap between large corporations and SMEs, the solutions to merchants' problems, as well as customized services tailored to the needs of each business. Our mission is empowering merchants to succeed with e-Commerce using our proven technology solutions. We are looking for new members who dare to think big and grow bigger with 4 core values:

- GROWTH
- TRUST
- EMBRACING CHANGE
- CUSTOMER CENTRICITY

3 reasons to work with us:

- The world of passion, challenge, innovation
- We're a family of young souls united by talents

Responsibilities

- Develop and contribute to growth strategy with a key focus on sales, customer success, acquisition, satisfaction and retention, based on BOD yearly strategy
- Manage and set up direction, target vision and overall performance of division
- Make sure to stay connected with merchants throughout all stages of the sales cycle
- Tracking merchants' information, forecasts and reports
- Proposing, building and monitoring a reasonable sales bonus policy for the sales team Making regular reporting and insights on customer success metrics and division's performance;
- Collab with Growth Marketing team in many activities for how to attractive more potential merchants via marketing channels
- Coordinate with Product team to optimize products to better suit the needs/taste of merchants, create more suitable product combos
- Effectively re-organize and allocate resources, organize training and develop CS division
- Overview and control P&L appropriately and effectively.
- Maintaining a deep understanding of the industry and market trends to effectively serve customers.
- Setting all KPIs performance targets for division and tracking progress to ensure all goals are met or exceeded;

Qualifications

- Male/ Female, BS/MS degree in business administration or a related field;
- At least 5 years' experience as the same level of delivering growth and customer success targets in: B2B SaaS or Marketplaces or E-Commerce with a focus on SME / Mid-market leads and a complex product
- Self-starter with ability to execute under deadlines;
- Experience in a startup culture a plus (or evidence you can adapt to sudden changes within both the company and broader industry);

Job Benefits

We believe that motivation & personality of the employees are the only shortcut to the promotion of the corporate and contributions to the society. We will try our best to create a corporate environment where all employees can realize their dreams and goals. **Featured benefits include:**

Hiring organization

FireGroup
FireGroup, 182 Flemington, 182
16 Đường B15, Q1 HCM
02/09/2025, Friday, 9:01 AM - 6 PM

- Monday – Friday/ 9am – 6pm
- Have opportunity to work with global merchants and join the dynamic, young and friendly project team; stable career path;
- Attractive salary based on skills and experience; 13th month salary & seniority bonus; Employee's marriage, maternity bonus; Birthday voucher gift;
- Annual salary review;
- PTI Healthcare, annual health check;
- Regular technical seminar & external/ internal training courses;
- Providing free coffee, tea & snack;
- Internal engagement events: Teambuilding; Town-hall, birthday gift voucher, mid-autumn, new year and kick-off parties, yearly company trip;
- Support for all sports clubs activities and tournaments: Running, Football, Badminton, etc;

Contacts Laptop/ PC/ Monitor 're provided

- Please send us your wonderful resume to **careers@firegroup.io**
- Should you need any further information, kindly please contact us via **(+84)28 2229 9989**
- Visit FireGroup's website to know more about our life, culture: <https://firegroup.io/>