AL TANMIA CHEMICALS LLC

QUALITY, HEALTH, SAFETY, AND ENVIRONMENT SYSTEM

Job Description & Responsibilities

ROLE	NAME	SIGNATURE	DATE
PREPARED BY	MR. ADHMED AL RABAIAI		13/10/2025
APPROVED BY	MR. FAISAL AL HAJRI		13/10/2025

1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	06 Oct 2025	Original issue.	**MANAGING DIRECTOR**

AL TANMIA CHEMICALS LLC

JOB DESCRIPTIONS & RESPONSIBILITIES
Document No.: ATC-HR-R-001
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1. Sales Manager
Employee Name: Mr. Virendra Dharmadhikari
Designation: Sales Manager
Reports To: Management

Job Purpose
To lead and manage the company's sales and business development activities, with a focus on Oil & Gas, industrial chemicals, water treatment solutions and technical services, ensuring business growth and customer satisfaction.

Key Responsibilities

1. Develop and implement sales strategies to achieve company business objectives.
2. Identify new business opportunities in Oil & Gas, industrial and infrastructure sectors.
3. Manage and supervise the sales and technical services team.
4. Establish and maintain relationships with key customers, manufacturers and suppliers.
5. Review and approve quotations, tenders and commercial proposals within authorized limits.
6. Monitor sales performance, revenue targets, profitability and business development activities.
7. Coordinate with procurement and suppliers to ensure product availability and timely delivery.
8. Oversee customer registrations, vendor approvals and tender participation.
9. Monitor customer satisfaction and ensure timely resolution of complaints.
10. Ensure compliance with company policies, QMS requirements and applicable regulations.
11. Review employee performance and identify training and competency development needs.
12. Report sales performance, business opportunities and operational issues to management.

Competency Requirements

- Relevant engineering, business or commercial qualification.
- Experience in sales and business development, preferably in chemicals or Oil & Gas.
- Leadership, negotiation and customer relationship management skills.
- Knowledge of tendering, procurement and commercial processes.
- Business planning and team management capabilities.

2. Assistant Manager – Sales & Services (Water Treatment)
Employee Name: Mr. Abdul Sameer
Designation: Assistant Manager – Sales & Services (Water Treatment)
Reports To: Sales Manager

Job Purpose
To manage sales, technical services and project execution activities related to water treatment chemicals, equipment and industrial water treatment solutions.

Key Responsibilities

1. Develop sales opportunities for water treatment chemicals, equipment and services.
2. Provide technical support for boiler water, cooling water, RO, desalination and wastewater treatment applications.
3. Prepare technical and commercial proposals, quotations and tender submissions.
4. Conduct site visits, system assessments, troubleshooting and customer technical meetings.
5. Coordinate high-velocity flushing, chemical cleaning and chemical dosing system projects.
6. Supervise project activities, commissioning and service delivery.
7. Coordinate with manufacturers and suppliers for technical support and product documentation.
8. Monitor chemical treatment performance and recommend appropriate solutions.
9. Maintain customer relationships and ensure satisfaction with products and services.
10. Ensure compliance with customer specifications, company procedures and applicable HSE requirements.
11. Maintain relevant technical records, service reports and project documentation.
12. Support ISO documentation, audit preparation and continual improvement activities.

Competency Requirements

- Bachelor's Degree in Chemical Engineering or a relevant technical qualification.
- Experience in water treatment chemicals, equipment and technical services.
- Knowledge of industrial water treatment applications.
- Technical sales, troubleshooting and project coordination skills.
- Chemical handling, safety and customer service competency**.**

3. Assistant Manager – Sales & Services (Oil & Gas)
Employee Name: Mr. Shahabas Purayil
Designation: Assistant Manager – Sales & Services (Oil & Gas)
Reports To: Sales Manager

Job Purpose
To develop and manage Oil & Gas sales and technical service activities, focusing on specialty chemicals, oilfield chemicals and industrial process solutions.

Key Responsibilities

1. Identify and develop business opportunities within the Oil & Gas sector.
2. Promote and coordinate the supply of specialty chemicals, drag reducing agents (DRA), production chemicals and process chemicals.
3. Develop relationships with Oil & Gas operators, EPC contractors and oilfield service companies.
4. Review customer specifications, RFQs and technical requirements.
5. Prepare technical and commercial offers, tenders and product submissions.
6. Coordinate with manufacturers and suppliers for product selection, technical compliance and pricing.
7. Manage customer enquiries, order follow-up and delivery coordination.
8. Provide technical and commercial support for chemical-related applications.
9. Monitor market trends, competitor activities and new business opportunities.
10. Ensure availability of required technical documentation, including SDS, COA and product data sheets.
11. Monitor customer satisfaction and address technical or commercial concerns.
12. Ensure compliance with customer requirements, company procedures and applicable HSE standards.

Competency Requirements

- Relevant engineering or technical qualification.
- Experience or knowledge in Oil & Gas chemicals and industrial applications.
- Technical sales, tendering and business development skills.
- Understanding of chemical specifications and technical documentation.
- Customer relationship management and negotiation skills.
- Awareness of chemical handling and HSE requirements.

4. Sales Engineer – Industrial Chemicals
Employee Name: Mr. Hamed Al Rushadi
Designation: Sales Engineer – Industrial Chemicals
Reports To: Sales Manager

Job Purpose

To promote and sell industrial chemicals and specialty chemical products, develop customer relationships and support the company's sales objectives.

Key Responsibilities

1. Identify and develop new customers and sales opportunities for industrial chemicals.
2. Promote company products to industrial, manufacturing, energy and other relevant customers.
3. Prepare quotations, product offers and commercial submissions.
4. Follow up on customer enquiries, RFQs, purchase orders and sales opportunities.
5. Coordinate with suppliers for pricing, product availability and delivery schedules.
6. Maintain customer relationships and provide timely sales support.
7. Assist customers with product information, specifications and technical documentation.
8. Coordinate chemical deliveries and ensure customer requirements are met.
9. Maintain sales records, customer databases and enquiry tracking.
10. Monitor market trends and identify potential new products and customers.
11. Support collection follow-up and commercial coordination as assigned.
12. Ensure compliance with company procedures and applicable chemical handling requirements.

Competency Requirements

- Relevant engineering, technical or commercial qualification.
- Knowledge of industrial chemicals and specialty chemical products.
- Sales, communication and customer service skills.
- Understanding of quotations, RFQs and commercial documentation.
- Supplier coordination and sales follow-up capabilities.
- Awareness of chemical safety and product handling requirements**.**

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5. General Responsibilities Applicable to All Employees

1. Comply with company policies, procedures and QMS requirements.
2. Understand assigned responsibilities and authority.
3. Maintain customer confidentiality and company records.
4. Follow applicable health, safety and environmental requirements.
5. Report nonconformities, customer complaints and operational issues.
6. Participate in relevant training and competency development.
7. Support customer satisfaction and continual improvement.