

Job Title: Business Development Manager

Context:

Commercially knowledgeable and will be recognised as having sound Business Management and Sales skills. This will be utilised to offer a high level of conversion of profitable, sustainable new business within the boundaries of our capability.

Job Summary:

Operate a front line sales presence and be first point of contact in the initial stages of conversion. Take responsibility and ownership until the account is converted and handed over in house through Sales Co-Ordinator. Exceptional customer focus and a professional approach must be consistent to both external and internal customers. Proactively look for new business with a methodical and consistent approach. Developing, maximising and enhancing all sales opportunities arising from opportunities to be identified by both themselves and the company.

Job Content:

- Operate a frontline Sales presence.
- First point of contact for potential new business.
- Be responsible for booking their own appointments, in addition to those appointed by the company on their behalf. To manage personal diaries and to book geographically strategic meetings and to communicate these by means of the central diary.
- To communicate clearly, in writing, the requirements of all new customers to the Courier Customer Service Team through Sales Co-Ordinator.
- Monitor all new business, on a weekly and monthly basis, and to communicate gross profitability and expenditure in a weekly forum in parallel with Sales Co-Ordinator who will produce weekly figures.
- Up sell all opportunities arising from the customer account
- Be responsible for promoting new initiatives and services
- Visit customers to maintain relationships and to understand their requirements and to encourage further business.

- **Performance Standards:**
 - All New Business enquiries to be answered immediately
 - All customer service issues escalated appropriately and immediately to keep the ownership of these issues in house.
 - Adherence to procedures and where they need to be put in place.
 - Ability to communicate professionally, efficiently and tactfully with external and internal customers through written and verbal communication

- Support and develop relationships with all areas of new business and to communicate and understand all relevant information
- To understand fully the range of services we offer, our capabilities, and to sell only within the realms of capacity and capability.
- To ensure that all meetings are qualified in terms of service required, our capability to manage these services and client expenditure

KPI's:

- To achieve sales targets on a monthly basis.
- To make the required amount of new business / follow up telesales calls per week to achieve target.
- To attend a minimum of 12 new business / follow up meetings per week or the required amount to meet sales targets.
- To convert a minimum of six new accounts per month.

Key Competencies:

- Self motivated individual
- High level of personal and professional presentation
- Information Gathering
- Problem Solving
- Decision Making
- Negotiating
- Communication
- Team Player
- Flexibility
- Adhere to Procedures
- Pro-active "can-do" attitude
- Adherence to Core Values

Skill Set:

- The ability to negotiate and close deals.
- Understanding of service offerings
- IT Literate
- Methodical and organised ways of working
- Good interpersonal skills.
- Strong team player
- Enthusiastic and effective communicator