



Job Description

Title: Business Development Representative	Department: Sales	
Report to: Vice President, Territory Sales	City: Chagrin Falls	State: Ohio

JOB SUMMARY:

Responsible for generating leads for Key Account Managers by cold calling prospects. Proactively contacts customer base and presents features, functions, and benefits of our services and solutions. Maintains a positive relationship with new clients in order to facilitate future sales. Learns the business and improves upon skills in order to be promoted to a Key Account Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Generates leads by cold calling prospects; shows persistence in calling potential new customers
- Qualifies sales leads
- Follows and memorizes script, while learning the business
- Works with Key Account Managers and other Sales staff; communicate verbally and via email the necessary information to properly pass off a lead
- Participates in training, role playing and Q&A activities and practices to refine skills
- Records information and researches companies using GoldMine program
- Documents activities in CRM software package

OTHER DUTIES AND RESPONSIBILITIES:

- Participates in sales team and other company meetings
- Prepares reports
- Responds to miscellaneous customer requests
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

None.

MINIMUM QUALIFICATIONS: (To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Education High School diploma or GED.

Experience 6 months related experience.

Certifications or Licenses None.

Special Knowledge, Skills & Abilities Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Communication Skills: Ability to read and interpret documents such as safety rules, business plans, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups employees, customers or vendors, etc.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Other: Positive attitude, persistent and organized; has a desire to learn; exceptional customer service skills and friendly phone personality; ability to articulate the value of services to decision makers across all industries; competent in Microsoft Office products.

PHYSICAL DEMANDS: (The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Long periods of time sitting at a desk (daily).
- Manual dexterity to type on computer keyboard and operate general office equipment, such as phone, fax/copier/scanner.
- Must be able to speak and hear adequately.
- Clear vision at close and mid distances.

WORK ENVIRONMENT: (The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Office environment (controlled climate).