



## JOB DESCRIPTION

**JOB TITLE:** Business Development Manager

<b>JOB CODE:</b>		<b>EXEMPT/NON-EXEMPT:</b>	<b>Exempt</b>
<b>REPORTS TO:</b>	<b>VP / GM</b>	<b>DEPT.:</b>	<b>Program Management</b>
<b>DEPT. APPROVAL:</b>		<b>DATE:</b>	<b>02/24/2020</b>
<b>MANAGER LEVEL:</b>		<b>EEO CODE:</b>	

### BRIEF POSITION SUMMARY:

Manages and coordinates the activities and operations of the business development department and staff; develops and implements the business development strategy, sales plan, and forecasts.

### DUTIES and RESPONSIBILITIES:

- Identifies and generates new business; develops and delivers sales presentations.
- Develops customer relations including but not limited to sales leads, research, cold calling, qualifying leads, developing leads, and customer service.
- Maintains and develops client relations for new and larger established existing customers, assuring all existing customer are contacted regularly to ensure customer satisfaction and develop need-based marketing relations.
- Develops sales documentation including but not limited to spreadsheets, correspondence, presentations, and internal paperwork for new customer proposals and presentations.
- Develops and implements a sales action plan with objectives and strategies to increase revenue and aggressively acquire new accounts.
- Develops an effective sales presentation that is continually tested and used in the field.
- Develops and implements a plan for closing business and maintaining long-term customer relationships.
- Seeks/creates opportunities to expand business with current clients; identifies further business needs and develops and presents solutions.
- Grows existing accounts to full potential and generates maximum revenue on a long-term basis.
- Develops, implements, and maintains procedures that enhance the efficiency of the business development team.
- Attends conventions, conferences, and trade shows as needed; prepares post-event reports and analysis.
- Travel as necessary to accomplish new business acquisition duties and responsibilities.
- Performs other related duties as assigned by management.
- The company reserves the right to add or change duties at any time.

### EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Bachelor's Degree or equivalent, or ten years of related experience and/or training, or equivalent combination of education and experience.

- Demonstrated ability to make successful presentations to individuals and/or groups at all levels of an organization.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Acute attention to detail.
- Commitment to excellence and high standards.
- Excellent written and oral communication skills.
- Proficient using Microsoft Office.
- Proven ability to handle multiple projects and meet deadlines.
- Good judgement with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Must Pass pre-placement drug screen and background investigation.
- Ability to obtain and maintain a U.S. Security Clearance at the appropriate level (requires U.S. Citizenship).

### COMPETENCIES:

- **Customer Service**—Manages/understands customer expectations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Leadership**--Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Business Acumen**--Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Professionalism**--Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Dependability**--Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Innovation**--Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

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### PHYSICAL REQUIREMENTS:

- Must be able to sit/stand for extended periods – 9 hours min.
- Frequently required to talk or hear
- Work around occasional loud noises (examples: hydraulic equipment, airplane engine runs)
- May be exposed to high-level noise, dust, vibration and chemical fumes (within OSHA limits).