

JOB DESCRIPTION			
Job Title	Business Development Manager	Job Level	Team Leader
Job Purpose	<p>The role is responsible for achieving and surpassing all sales and profit targets. Accountable for generating new business; established by maintaining the highest standards of prospecting, selling skills, product knowledge and professionalism.</p> <p>Collaborates with the Executive Manager Sales and Marketing on the day-to-day management of their assigned Teams.</p>		
Reports to	Executive Manager Sales and Marketing		
Direct Reports	Assigned Account Managers and Internal Customer Representatives		
Department	Sales		
Division	SCRIP-J		

MAJOR ACCOUNTABILITIES
<p>SALES & REVENUE GENERATION</p> <ul style="list-style-type: none"> • You are the face of the Company • You are responsible for generating new customers and new business • Constantly be prospecting; Contact, schedule meetings and solicit business from prospects best suited to us and then Convert prospects into customers • Take assigned qualified leads and turn them into customers. Must close deals • Seek information and referrals from customers that may lead to other sales opportunities • Engage in networking activities • Visit high touch customers (top 20%) as per schedule and then as required • Maintaining existing business • Penetrating existing accounts to expand wallet share • Providing business value to customers by selling bigger solutions • Transition repeat customers to be handled by Account Managers • Drive your Team's pipeline/keep focus on sales to come • Achieve and surpass all sales, activity benchmarks and profit targets • Execute approved quarterly sales strategies

- Report daily on customer interactions
- Meet with assigned Account Managers and ICR to set goals and review work
- Prepare for all Sales Meetings and Coaching Sessions
- Analyze sales reports and quotes lost monthly, develop a revised approach to regain the business.
- Develop customer profiles for quality service and pricing requirements.
- Speak well and maintain a professional appearance.
- Keep the Company informed about sales problems in the market along with competitive activities.
- Advise the Company of sales opportunities in the market for products other than those currently stocked by the Company.
- Set pricing in collaboration with the Executive Manager Sales and Marketing
- Keep all catalogues and prices up to date.
- Handle customer complaints to a positive resolution ensuring customer retention and sales success.
- You are responsible for the management and collection of outstanding monies owed in a timely manner by clients for jobs performed which also entails weekly updates on outstanding Account Receivables forecasting reports

LEADERSHIP

- Enhance work experience by creating a motivating, positive work environment where team members feel that they can communicate openly and that they are part of a productive Team by:
- Instilling core values
- Ensuring employees feels supported and able to communicate successes, concerns and challenges.
- Understanding and finding solutions to challenges
- Conduct one-on-one Coaching Sessions with team members in order to increase efficiency and results.
- Develop developmental Action Plans for employees to assist with closing competency gaps.
- Empower employees by delegating specific duties within the scope of their capabilities.
- Conduct appraisals for employees.
- In collaboration with HR, deal with any necessary disciplinary issues and update

the employee log as necessary.

- Make recommendations for ways to improve the Company's overall effectiveness and efficiency.
- Maintain a professional demeanor at all times, even in the face of severe pressure.

CREDIT

- Enforce Credit Control policies and procedures and recommend accounts that should be put on hold in order to protect the Company.

OTHER

- Initiate and facilitate marketing related conversations with clients and refer opportunities to the Executive Manager Sales and Marketing
- Utilize appropriate on-line channels (social media, email, WhatsApp etc) to prospect, develop and maintain good customer relationships.
- Maintain a professional LinkedIn profile and actively engage and respond to prospects.
- Recommend & execute corrective actions associated with any sales errors.
- Perform any other duties as assigned by Management.

PRODUCTION

- Communicate effectively with customers, Account managers, ICRs and production staff concerning customers' requirements.
- You are responsible for the full utilization of the company's Customer Relationship Management software through daily updates based on conversations with your clients, reports required by your leader & updates required by Pre-Production, Production, Purchasing, Warehouse & Accounting Department.
- Understand the Estimating, Costing and Planning processes.
- Assist customers in planning jobs, offering creative ideas on design, layout and finishing.
- Inspect, verify and document incoming customer material to ensure conformance to planned requirements.
- Ensure customers adhere to the schedule for submission of art copy and proofs.
- Communicate with customer if material supplied (by customer) does not conform to planned requirements.

- Communicate manufacturing and scheduling limitations to customers.
- Document pertinent communications with customers, Account Managers, ICRs and production staff regarding changes to job requirements
- Understand the characteristics of Products including:
- Product types
- Page sizes
- Paper / raw material types
- Colour capabilities
- Display systems.
- Understand the capabilities of each piece of Machinery including:
- Input signature or sheet sizes
- Output signature or sheet sizes
- Input signature thickness

HEALTH & SAFETY

- At all times pay special attention to and promote workplace safety
- Ensure physical environment is kept clean.

It may be necessary, due to exigencies that may arise, to perform duties other than those normally falling within your ambit.

QUALIFICATIONS

- Five (5) CXC O' Levels inclusive of English Language and Math
- 5+ years of Sales and Customer Service experience with a proven, successful track record of results
- Bachelor's degree in business management or related field is an asset.
- Good presentation skills and Intermediate Level with Microsoft Office including Outlook, PPT, Excel, Word & Teams.
- Experience working in the Printing and Packaging Industry is an asset
- Valid driving license
- Must own a vehicle in roadworthy condition

BEHAVIOURAL COMPETENCIES

- Exceptional Customer Service skills
- Excellent communication skills both written and verbal.
- Good leadership skills

- Be highly skilled at handling many issues and functions at the same time.
- Be able to prioritize many items in a realistic sequence.
- Ability to influence and lead others and manage change.
- Excellent team working and interpersonal skills.
- Ability to self-manage, work independently and meet deadlines.

WORKING CONDITIONS

- Office environment
- Must drive to visit customers in several locations across the country
- Occasional overseas travel to develop and maintain export customers

PHYSICAL REQUIREMENTS

- May be required to lift light items for delivery to the customer

APPROVALS			
Agreed By	Executive Manager Sales & Marketing	Group Executive Manager Human Resources	CEO
Print Name	Satesh Lutchman	Christine King	Jane Wight
Signature			
Date Approved			
Date Revised			

ACCEPTANCE		
Agreed By	Employee	Leader
Print Name		Satesh Lutchman
Print Title	Business Development Manager	Executive Manager Sales & Marketing
Signature		

Date		
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