

Job Description

Position Title: Business Development Manager Small & Medium Business

Department: Sales (Vancouver)

Reports To: General Manager

Date: December 2018

You are driven by your entrepreneurial spirit, passion for design, quick response and determination to build new business. As an experienced interior designer, you thrive in creating and selling solutions that improve the human experience. Your dream job includes the following;

- Insight selling of industry leading product and service combinations you believe in,
- A seat at the table where you can strategical solve and influence buying decisions as a trusted advisor,
- Work in an intellectually stimulating and meaningful industry,
- Great compensation with incentive plan to grow
- A team that will support you in your growth.

We are [Contemporary Office Interiors](#), and this is where you belong.

As a privately-owned Herman Miller certified dealer, we prioritize people, productivity and value to create more than a place to work— we create a space to succeed.

Our passion is creating a better world for all of us. We work for the health and wellbeing of our customers, our employees, the environment, and the community. We do all this by providing furnishings and related services that improve the human experience, wherever people work, heal, learn, and live. In the end, the solutions we invent help our customers' organizations (and our own) perform better.

We're looking to hire an experienced interior designer with a passion for sales to add to our business development sales team focused on small and medium sized businesses, and we hope our search ends with you.

KEY ACCOUNTABILITIES & PERFORMANCE OBJECTIVES

The primary accountability of the Business Development Manager (SMB) Small and Medium Business is to lead the charge in selling the dealership's product and services through knowledge sharing to new business opportunities within small and medium size companies. Using your strong industry knowledge and business development skills you will leverage your established networks of industry influencers including commercial real estate, contractors, project managers and A&D to uncover leads and ultimately close business achieving assigned sales targets.

You are confident interacting at higher levels of an organization. Your entrepreneurial drive, resourceful nature and background in interior design allows you to support customers with the many tricky decisions that come along, keeping their projects on track. Your in-depth knowledge of their business and needs will win you a seat at the table as a trusted advisor in conceptual planning and design discussions. You will lead all aspects of the sales process from conceptualization, solution development, quoting, product application and specification with the goal of achieving your sales targets. Your clients will know how their project is progressing in relation to key timelines.

These are complex sales, where you'll manage competing priorities, multiple internal and external stakeholders, and varying deliverables. Your adaptability, resilience and experience in a similarly complex sales environment will be crucial for your success here. The number of projects you'll have on the go at any given time will vary depending on their size and scope. The team you'll join is collaborative and successful.

KEY ACCOUNTABILITIES

Lead Generation

- Generates early stage leads by effectively building “raving fans” within your industry influencer group including business groups, real estate brokers, A&D community, local community organizations, industry organizations—IFMA, BOMA, etc.
- Researches for leads through business journals, newspapers, industry periodicals and publications, internet, etc.
- Cold calls potential clients in person or by telephone, or combination
- Participates in dealership lead generation programs such as open houses, industry events, etc.; follows up diligently on leads provided by the dealership

Selling

- Attends sales, team and customer meetings as required
- Works cooperatively with team members to achieve annual sales goals and business objectives
- Submits weekly sales forecasts for pipeline review along with business plan for growth
- Qualifies leads into potential customers; does thorough need analysis focused on knowledge to understand client’s requirements
- Makes persuasive knowledge-based presentations to customers on dealership’s insights, products and services—in person, through graphical electronic means
- Develops detailed, accurate and professional looking quotes through own effort with the support of a project manager and presents these to the customer in a timely manner
- Works with service departments to develop service contracts to present to customer when complex services are sold (design, for instance) or for major projects (installation, design, project management)
- Provides accounting department with timely information for any necessary credit checks

Quotation Management:

- Specifies product, pricing, product research, sourcing new products and technical order information including custom requirements.
- Works with manufacturers to obtain lead times, contracts, discounts and pricing for order quotes.
- Communicates with clients regarding pricing and lead times.
- Works with manufacturers regarding changes to orders regarding product specification.
- Initiates the service quote requests for deliveries of small and major orders

Sale Implementation

- Is responsible for setting up the sale so that it can be efficiently managed and administered by the dealership, and the dealership operations and business personnel
- Accepts responsibility for the accuracy of specifications when entering orders themselves, provides complete, accurate and timely sales order (header data, pricing, contract numbers, etc.) and work order (site and project parameters, installation schedule, etc.) information required for proposal/sales order system
- Ensures a responsible close of sale by obtaining signed sales orders (and terms & conditions, if appropriate), client purchase orders and deposits as required
- Verify product numbers, contract numbers, finishes and pricing to prepare proposal for order entry.
- Enter orders into business system (CORE) and forwards to the operations department.
- Reviews and proofs order for basic information (ship to, bill to, contract number etc.) for accuracy and completeness.
- Stays involved throughout sale implementation to ensure that any bottlenecks or changes in scope are identified and resolved, and that both customer and dealership are satisfied

Customer/Account Servicing

- Is available, responsive and timely to customer inquiries, requests for information and/or quotations, problem resolution, etc.
- Provides frequent and regular follow-up contact with customer regarding after sale services and information, including customer satisfaction
- Conducts a professional, cooperative interface with the customer, the customer's employees, and the customer's third-party consultants/subcontractors
- Assists accounting in resolving any late receivables or customer credit issues
- Participates in all relevant training opportunities
- Arranges loaner product for customer trial
- Assists with resolving any acknowledgement discrepancies with vendor
- Ensures customer first standards of performance are met for all customer work activities
- Attend site meetings when required

MINIMUM REQUIREMENTS

Education:

- A university or college degree preferably in business, interior design, or related discipline

Experience and Competencies:

- Must be a self-starter with the ability to work under pressure managing multiple tasks.
- Experienced interior designer with a passion for sales
- Experience in a transactional sales environment, managing a book of business
- Experience managing client relationships through projects
- Goal achievement, driven to succeed with the ability to identify practice activities that lead to a goal
- Presentation skills with the ability to communicate effectively to individuals and groups
- Problem solving ability anticipate, analyze, diagnose, and resolve problems
- Time management, the ability to effectively and efficiently manage time
- A valid driver's license and access to a reliable vehicle
- Experience using design software (CET, AutoCAD, CAP2020)
- Experience using MS Suite for data analysis and communication (Excel, Outlook)
- Requires excellent word processing skills, basic Excel and PowerPoint knowledge.
- Action orientated, well organized, with strong interpersonal and solid communication skills capable of influencing others to affect successful outcomes.
- Strong business acumen which includes judgement and the ability to manage human, financial and information resources effectively.
- Ability to quickly gain extensive knowledge and understanding of COI, its products, services, business operations as well as its industry and marketplace opportunities

And here are our nice-to-haves:

- Experience working in the contract office furniture industry is an asset
- Project management experience

The Right Fit:

We care about who you are as much as what you've done. You're a great fit for this opportunity because you're:

- **Strategic** – you're always thinking several moves ahead, adding value every step of the way to win an even larger share of customer spend.
- **Entrepreneurial** – you know our industry inside out and can exploit your knowledge to create new opportunities.
- **Confident** – you can interact at a higher level of a organization with ease
- **Resourceful and Adaptive** – you enroll peers to support you in achieving your goals and adapt your methods to suit the situations needs
- **Resilient** – you can recover quickly from set backs, mapping a new course forward
- **Organized** – you can multi-task without dropping anything, because you have systems and a mind for details.
- **Open** – you share your thoughts freely, collaborate well, and welcome feedback on your work.
- **An exceptional communicator** – you are service orientated adjusting your style to suit your audience and achieve clarity in every medium.

Above all, you care. The outcomes matter deeply to you, and those include the project success, the bottom-line impact, and the relationships you build along the way.

Disclaimer: The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications. Management reserves the right to change or modify such duties as required.

The Details:

This is a full-time permanent position, working out of our impeccably designed and furnished office. You'll mostly work from 9am to 5pm, Monday to Friday, with irregular or extended hours as projects demand. 80% of your time will be in the office, and the rest of the time will be on-site.

Salary will be a combination of competitive base and commissions commensurate with experience.

We offer competitive health benefits, wellness and healthcare spending accounts, and a holiday package that includes an extra week between Christmas and New Year's off. You'll also be getting in as we grow so growth opportunities abound if you exhibit the knowledge, expertise and passion to grow with the organization.

Why You'll Love Working Here:

It comes down to the people – they make this a great place to work.

Our Vancouver branch is vibrant and close-knit. We have a positive, supportive team based culture that enjoys connecting, as well as working together. When someone needs some help, we all pitch in to get the job done.

There's a deep sense of belonging here – people can bring their whole selves to work, which frees us to do our best work. Challenges are faced together, and successes are celebrated.

This is the special opportunity you've been looking for, we hope you'll join us.