

JOB DESCRIPTION

Job Title:	Business Development Manager
Reports to:	Regional Sales Manager
<p>Main Purpose of Job: Achieve maximum sales profitability, growth and account penetration within an assigned territory and/or market segment by effectively selling the company's products and services creating added value for our customers.</p> <p>Personally contacts and secures new business accounts/customers, as well as developing strong relationships with existing customers to gain extra business.</p>	
<p>Main Responsibilities:</p> <ol style="list-style-type: none"> 1. Promote, sell and secure orders from existing and prospective customers through a relationship-based approach. 2. Demonstrate products and garments and services to existing and potential customers and assist them in selecting those best suited to meet their needs. 3. Establish, develop and maintain business relationships with current customers and prospective customers in the assigned territory/market segment to generate new business for the company's products and services. 4. Contact and visit (where appropriate) existing and prospective customers, planning visits/contacts and managing territory to ensure at least 4 structured, quality customer visits or an appropriate number of structured video meetings or calls per day. 5. Research sources for developing prospective customers and for information to determine their potential. 6. Develop clear and effective written proposals and quotations for current and prospective customers. 7. Coordinate sales effort with Marketing, Sales management and Logistics to ensure all company and customer needs are met. 8. Share customer feedback needs with the Marketing and Customer Service Teams. 9. Analyse territory/market potential and determine the value of existing and prospective customer's and constantly review key and target accounts. 10. Create and manage a customer value plan for existing customers highlighting profile, share and value added proposition to ensure positive growth and profitability is achieved. 11. Identify advantages and compare competitors' products and services in a professional manner. 12. Plan and organise personal sales strategy by maximizing the Return on Time Investment for the territory/segment. 13. Supply management with verbal and written/excel reports on customer needs, problems, interests, competitor activity, and potential for new products and services on a weekly and monthly basis. 14. Utilise one office day or the equivalent timing per week when not on the road, to book structured visits, manage own diary, and complete all administration including weekly and monthly reports, deal applications, mileage, expenses etc. 15. Keep abreast of product applications, technical services, market conditions, competitor activity, advertising and promotional trends through the reading of pertinent literature and consulting with Marketing and technical service areas. 16. Participate in trade shows and conventions as required. 17. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked. 	

JOB DESCRIPTION**Knowledge, skills and experience required:****Essential**

- Evidence of strong success in sales, results and the ability to hit KPIs.
- Evidence of the ability to build and maintain positive relationships with internal and external contacts face to face.
- Ability to accept commercial decisions made by the business; and convey these to the customer in a positive manner.
- Strong negotiation skills.
- Good IT skills, in particular proficient in using Microsoft Office applications and contact management software.
- Confident with, and capable of handling any customer problems and complaints in a positive and proactive manner.
- Excellent organisational and administrative skills.
- Good verbal and written communication skills.
- Efficient and able to prioritise.
- Strong numeracy skills.
- Accurate with excellent attention to detail.
- Experience of multitasking and working independently as well as part of a team.
- Demonstrated aptitude for problem-solving; ability to determine solutions for customers (consultative sales approach).
- Clean drivers licence.

Desirable

- Experience in a B2B sales environment.
- Experience in the clothing industry.

Competencies:Customer Focus

Is committed to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Action Orientated

Enjoys working hard; is action orientated and full of positive energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

Peer Relationships

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups. Can solve problems with peers with a minimum of noise; is seen as a team player and is co-operative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

Negotiating

Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

JOB DESCRIPTIONTime Management

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

Organising

Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

Drive for Results

Demonstrates concern for achieving or surpassing results against an internal or external standards of excellence; can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; steadfastly pushes self and others for results.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Approachability

Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Key Contacts:

Internal: Regional Sales Manager, Business Development Team, Quotes, Customer Services, Purchasing, Credit Control, Marketing

External: Customers, Suppliers

Prepared by:

Name: HR

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