**Job TITLE Business Development Executive**

**POSITION IN ORGANISATION**

**Reports to:** Sales Team Leader **Division:** Direct365

**The Organisation:**

Our vision is to be the UK’s number one provider of essential workplace products and services for small businesses. We value helpfulness, reliability and innovation within our employee base, and believe in giving everyone the freedom to do what they do best. Our aim is to combine our buying power with friendly expert advice for everyone’s peace of mind that the job’s well done.

#### MAIN PURPOSE

The purpose of this role is to ensure the delivery of an excellent ‘Direct365 Customer Journey’, with a clear focus on proactively liaising with key decision makers. You will develop and maintain excellent relations with existing customers and other targeted data. This is to be achieved through completing the full sales cycle from initial call to close whilst continually sourcing new business sales opportunities to maximize revenue. You will deliver performance’s that maximise competitive advantage. You will work in a challenging, motivational culture and environment, were all team members develop and demonstrate their full potential. In turn achieving business KPI’s and objectives.

**key taSKS**

1. Maintain excellent knowledge of our portfolio of products and services in order to understand customers’ needs.
2. To call existing customers and targeted data in order to create and identify new business and cross selling opportunities. To qualify decision makers and capture information as specified.
3. Develop a pipeline of short and long term prospects that meet the specified criteria and continually maximise calls by generating cross selling opportunities as directed.
4. Proactively look for opportunities to up sell products and services to enhance the customer experience and increase revenue.
5. To work to agreed KPI’s for both sales & call targets ensuring the business targets are met.
6. Report regularly to team leader on all activities relating to the role on a daily and weekly basis.
7. To develop sales by cold calling, warm calling, solution selling, following up on leads to negotiating, objection handling, closing the deal and through maintaining ongoing profitable relationships
8. Be innovative and forthcoming with ideas in order to improve service to customers and the Customer Journey.
9. Deliver excellent customer care and administration whilst liaising with other departments to resolve customer queries.
10. To work as part of a team to develop the concept of One Team = One Organisation, taking ownership of challenges and foster an environment of continuous improvement.

**PERSON SPECIFICATION**

1. Minimum 2 years experience within a Sales.
2. A successful track record in achieving objectives and KPI’s.
3. A determined, outgoing and competitive attitude with a passion for Customer Care and track record in negotiating and balancing customer needs/ expectations with business KPI’s.
4. Self motivated and driven with the ability to adapt quickly.
5. Excellent time management skills.
6. Team player, with the ability to portray a positive attitude at all times.
7. Excellent telephone communication skills with a confident, approachable and professional manner.
8. Ability to manage difficult situations and the stress associated with them.
9. Excellent soft skills – including listening, motivating and communicating.
10. Well presented with a positive, proactive approach.
11. IT Literate – MS Office, Excel, Outlook, PowerPoint packages and the ability to adapt to new CRM systems.

**QUALIFICATIONS**

1. C Grade or above Maths and English G.C.S.E or equivalent
2. A Levels or equivalent desirable

**CONTACTS AND COMMUNICATION**

**Internal**

* Management Team
* Team Leaders
* Internal staff

**External**

* Suppliers and subcontractors (Both Group and External)
* Customers
* Prospects