

CLIENT RELATIONSHIP MANAGER/BUSINESS DEVELOPMENT MANAGER/ BUSINESS DEVELOPMENT EXECUTIVE

- **BASIC SUMMARY SPEC**

- looking for a dynamic Business Development Consultant to join the awesome JAG Method ambitious team.
- position: business development
- salary: depends on experience
- Accountability and performance measures
 - Ability to work independently and grow own portfolio of clients alongside working together in a team
 - Grow, Manage & maintain trust & strong business relationships with existing & new key accounts via personal visits, telephone calls, email contact, marketing and training
 - Grow & develop under-performing customers
 - Meet monthly, quarterly and annual business growth targets & objectives
 - The role is a combination of looking for new business as well as looking after those relationships long term.
 - Financial growth
 - Be good with excel, understand marketing and how it impacts performance
 - The ideal candidate needs to have sales background and be strong with numbers & relationship building
 - The ideal candidate needs to be able to show initiative and be quick on their feet.

EDUCATION & EXPERIENCE

- Matric passed with exemption (essential)
- Degree/Diploma in Sales, Marketing, Business management, Client relationship management related
- Minimum five years working experience where the focus has been on business development as well as on customer relationship management
- Proven track record in effective business development sales or business development experience in the marketing service industry
- Experience in the insurance call centre space, sales & marketing is beneficial
- Experience in dealing with executives and senior decision makers
- Business experience with a very good, understanding of general business principles and practices

- **REQUIREMENTS**

- Must understand the terms & be familiar with lead sources, lead volumes, conversion rates, effectiveness, cancellation rates and not taken up policies (NTU's)
- Be able to gain insights from data and be able to suggest solutions based on client requirements, budget, lead source channels used, client commercials and volume requirements
- MS Office Suite (Intermediate essential)
- Must understand and have implemented the principles of selling, deal conversion and closing techniques, pipeline creation, demand generation, forecasting, profitability and the principles of ROI
- Must have a good business acumen
- Enhance business relationships to leverage additional opportunities
- Able to understanding the needs of the client and execute and implement them quickly
- Have the ability to present, follow up and close deals with clients

- **ACCOUNTABILITIES AND PERFORMANCE MEASURES**

- Grow, Manage & maintain trust & strong business relationships with existing & new key accounts through planned client visits, and liaising with internal marketing & quality control team.
- Collaboration with other departments is an important responsibility to achieve consistently high quality of lead sources delivered to clients and expected conversion rates & lead volumes.
- Grow & develop under-performing customers
- Meet monthly, quarterly and annual business growth targets & objectives
- Achieves assigned sales quota in designated strategic accounts & meet assigned expectations for profitability
- Completes strategic customer account plans that meet company standards
- Identify new business opportunities across the business' client base and convert opportunities into sales
- Forge relationships with key people within identified organizations e.g. managing director, actuary, head or director of digital marketing, sales, business development, channel manager, call centre manager and other key decision makers
- Deliver formal presentations to existing and prospective clients; in some cases, this could entail competing for the business as part of an organisation's vendor selection process
- Follow-up on proposals and secure the business
- Develop and maintain comprehensive client records
- Gain a thorough understanding and knowledge of the client's products and services sold
- Ability to constructively deal with objections

- **BEHAVIOURAL COMPETENCIES**

- Analytical Thinking & Decision Making
- Extroverted personality & good interpersonal skills
- Business Acumen & Process Management
- Action Orientation
- Drive for results, ambitious and motivated
- Team player
- Attention to Detail
- Excellent communication skills
- Excellent presentation skills to a variety of audiences
- Independent
- Composure, Customer Focus
- Self-Development & Accept ongoing change
- Proven track record of sales success through at least two verifiable references