

Position Description	
Job Title:	Business Development Manager
Location:	South Island Sales Region
Reporting to:	National Sales Manager
Date:	April 2021

Purpose				
<p>The Business Development Manager is responsible for driving profitable sales revenue growth in their designated region. This role is responsible for both new business generation as well as growing revenue from our current base of influencers and partners to refer SmartPayroll software to SMEs. They will manage and develop relationships with new and existing key customers to maximise revenue generation and customer satisfaction.</p>				
Organisation Structure				
CEO				
National Sales Manager				
Business Development Manager - Akld	Business Development Manager – BOP / Waikato	Business Development Manager – Lower North Island	Business Development Manager – South Island	Software Solutions Manager
				Software Solutions Support.

Result Area	Activities	KPI's
Sales Revenue Growth	<ul style="list-style-type: none"> • Develop and manage a strong sales pipeline for the delegated area / region of responsibility to acquire new customers and Influencers to refer SmartPayroll software to SMEs • Assist with the development of sales strategy and drive sales strategy outcomes for region • Complete system demonstration requests and turn into sign-ups • Manage and respond to sales related queries and requests • Reactivate lapsed on-boarding customers 	<ul style="list-style-type: none"> • Sales pipeline stage targets set and achieved • Revenue and profit targets achieved • New business targets met or exceeded • Sales activities targets set and achieved • Expenses within agreed guidelines

	<ul style="list-style-type: none"> • Conduct sales activities and events to support sales growth • Assist with the identification and development of new business and product opportunities • Follow pricing guidelines. 	
Key Account Management	<ul style="list-style-type: none"> • Complete key account call cycle visits. Ensure consistent account management service to agreed levels. • Research customers backgrounds and ensure system notes generated • Complete customer call reporting in timely manner • Develop customer performance reporting, and communicate to customers • Educate customers on new features and products • Induction of customers (and their staff) as required • Ensure consistency in use of sales systems, processes and practices aligned to sales team • Actively align account service levels and activity to customer value and cost to service 	<ul style="list-style-type: none"> • Call cycles completed in full on time • Customer satisfaction (with call service - NPS) tracked and targets met • Customer feedback • Data quality / accuracy and completeness of customer contact info within sales system • Regular call reporting completed on time
Stakeholder relationship management	<ul style="list-style-type: none"> • Develop and nurture relationships with key stakeholders internally such as Help Desk, Marketing, On-boarding and Finance • Develop and nurture relationships with key customers, business associations and groups as agreed with NSM • Assist with the development of sales culture • Support customer on-boarding for customers within region • Engage and actively seeks feedback and input from other managers on customers, plans, activities and performance • Contribute to the overall success of the business by playing an active role in the sales team 	<ul style="list-style-type: none"> • Strong relationships developed and positive feedback received
Health & Safety	<ul style="list-style-type: none"> • Report all hazards or unsafe situations • Report all accidents/incidents including near misses 	<ul style="list-style-type: none"> • Hazards reported same day • No injury caused to self or others

	<ul style="list-style-type: none"> • Work safely and use all protective equipment if required 	<ul style="list-style-type: none"> • All hazards are reported
Other Duties	<ul style="list-style-type: none"> • Carry out other duties as requested 	<ul style="list-style-type: none"> • Timely and accurate completion • Shows willingness and initiative

Experience & Qualifications
<p>Experience working with a sales system such as Salesforce or Dynamics desirable</p> <p>Time management and prioritisation skills</p> <p>Well-developed oral, written and interpersonal skills</p> <p>Proven communication, influencing, interpersonal and report writing skills</p> <p>Effective work organization skills with an ability to manage a wide variety of tasks</p> <p>Ability to work as part of a team but also be self-directed and self-motivated</p> <p>In-depth knowledge, experience and proficiency with Microsoft Office software</p>

Key Competencies
<p>Strong work ethic and aligned to organisational values and ethics</p> <p>Integrity and Trust</p> <p>Call cycle willingness and experience</p> <p>Listening skills</p> <p>Customer Focus</p> <p>Attention to detail</p> <p>Self-motivated and proactive</p> <p>Initiative, drive and action oriented</p>