

POSITION PROFILE

Summary:

The Business Development Specialist is responsible for visiting and equipping new & selected accounts, ensuring the accounts have a smooth integration into the Phantom business and ensuring they comply to terms, policies and understandings of accountability e.g. authorized Phantom distributor. Providing field-based service, they will assist Distributors with the formation and implementation of sales programs, structure and best practices for business development, including the improvement of operations to increase and enhance their business.

This role ensures Phantom's success in increasing incremental, profitable sales in the Phantom authorized distributor sales channel. As an integral member of the Phantom team, the incumbent also plays a key role in maintaining positive external representation of the organization and consistently demonstrates and encourages in others the organization's core corporate values.

Department Structure:

Reporting to the Network Resources Manager are the Onboarding Specialists, the Support Services Supervisor, the Network Marketing Specialist, the Phantom Programs Specialist and the Business Development Specialist.

There are no positions reporting to the Business Development Specialist.

Our Values:

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

Responsible for equipping new accounts and assisting assigned long-term accounts, ensuring the accounts have a smooth integration into the Phantom business:

- Responsible for ensuring new accounts are fully trained and complete progress checklist within set timeframe
- Responsible for ensuring comprehensive marketing of Phantom products
- Responsible for assisting accounts with the formation and implementation of sales channel strategies, structure and best practices for business development
- Responsible for effectively transitioning accounts to internal corporate support resources within 1 to 2 years
- Responsible for adhering to a pre-determined expense budget in achievement of overall sales goals
- Responsible for communicating to the Network Resources Manager, all distributor activity and performance relative to established sales budgets, core competencies, customer requirements, and competitive activity
- Responsible for communicating to the Network Development Manager accounts that are underperforming or those are not meeting expectations, making recommendations regarding action plans

Responsible for ensuring Distributors comply to terms, policies and understandings of accountability:

- Responsible for ensuring National Retail Sales programs, policies and distributor reports are effectively implemented within the territory to grow sales and increase Distributor engagement with NRS stores where applicable (e.g. VPOs, checklists, surveys, etc.)

- Responsible for ensuring Distributors comply to contractual terms, policies and understandings of accountability regarding customer experience, warranty and brand compliance
- Assist distributors with general business questions or any territory concerns, escalating if necessary

Be an active member of the Network Resources and Phantom Screens team by:

- Liaise with applicable Managers and the Network Resources team to enhance Distributor service
- Support the Network Resources Manager with the development of Distributor sales budgets, forecasts and market sales measurements
- Look and suggest for ways to help other departments serve each other and customers better
- Participate actively in trainings and meetings and continually strive to learn and grow
- Maintain a current working knowledge of the position and participate in job-related training programs or associated personal development initiatives as required

Key performance indicators:

- All new accounts have completed checklist within set timeframe
- Assigned account's performance meets or exceeds expected sales levels

Position Requirements:

- Minimum 5 years' experience in distribution sales and/or marketing through a distributor-based channel, preferably in the building products industry
- Proven success in consultative sales and territory management; a strong focus on sales, business development and a genuine desire to assist in the growth of customer business
- Superior interpersonal and communication skills; interacting comfortably and confidently in writing or orally with internal and external contacts at all levels
- Superior customer service and the ability to diffuse customer conflict; use sound judgement to evaluate and analyze information, and effectively resolve customer issues
- Proficient in the use of CRM programs and other sales related software programs
- A driven to succeed, results oriented individual with solid business acumen and the ability to complete projects and achieve goals in an accurate and timely manner.
- Organized, methodical and able to remain calm and focused; capable of accomplishing multiple and changing priorities by appropriately structuring workflow with limited or no supervision.
- A keen understanding of the need to maintain confidentiality when coming into contact with sensitive information
- Demonstrated ability to analyze and interpret information, and use superior judgement in decision-making
- Desire and ability to travel extensively throughout Canada and the US
- Must hold a valid driver's licence and maintain vehicle insurance and registration as well as a current passport.

Academic Qualifications and Work Experience:

Post-secondary education in a sales discipline. A Certified Sales Professional designation is desirable and/or membership of a Professional Sales Association. An equivalent combination of education and experience may be considered