

**Summary:**

The Business Development Representative 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. 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 VP Business Development are the Network Development Manager, Business Development Representatives, and the Business Development Specialists.

There are no positions reporting to the Business Development Representative.

**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 the smooth integration of new accounts into Phantom and assisting assigned long-term accounts:**

- Responsible for ensuring new accounts are fully trained - 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 market trends, competitor activity, distributor & end-user needs, strategy, and support of solutions and provide feedback on performance relative to established sales budgets
- Responsible for cultivating a practice of driving & measuring results, reporting internally all accounts that are underperforming or those are not meeting expectations, making recommendations and action plans

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

- Ensuring National Retail Sales programs are effectively implemented within the territory to grow sales
- Ensuring Distributors comply to contract terms, policies, customer experience, warranty, brand compliance
- Assist distributors with general business questions or 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 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
- Maintain a current working knowledge of the position, continually striving to learn and grow, 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
- Best Practices audit of assigned accounts with performance improvements year over year

**Position Requirements:**

- Minimum 6 years experience in business development, sales, and marketing through a distributor-based channel in the building products industry within large geographically dispersed regions, preferably CAN/US
- Proven success in consultative sales and territory management with a strong focus on business development
- Superior interpersonal and communication skills; interacting comfortably and confidently in writing and 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, achieve goals, and a genuine desire to assist in the growth of customer business
- Organized, methodical and able to remain calm and focused; capable of accomplishing multiple and changing priorities by appropriately structuring workflow with limited supervision
- A keen understanding of the need to maintain confidentiality when encountering 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, vehicle insurance, registration as well as a current passport

**Academic Qualifications and Work Experience:**

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