

CC Communications

Job Description

Job Title: Business Development Supervisor

Department: Business Development

Reports To: General Manager

FLSA Status: Exempt

Date Prepared: 11/22/2024

Approved By:  Date Approved 11/22/24

Wage Schedule: Salaried

POSITION OVERVIEW:

The Business Development Supervisor is primarily responsible for the effective performance of the business development team. This is accomplished through adequate research of solutions, planning to meet future customer needs, implementation of processes and procedures, and monitoring staff to ensure execution. The incumbent, together with the General Manager, will develop strategy for achieving the long-term business development goals of the company.

The Business Development Supervisor shall be responsible for adhering to the following core values:

- Communicate, actively share knowledge and information
- Accountable, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- Respect, show respect for all
- Cooperate, work as a unified team
- Passionate, passionate about providing employees and customers with innovative technology solutions through continual personal and professional growth.

EXAMPLES of ESSENTIAL DUTIES AND RESPONSIBILITIES: The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein. Marginal duties (shown in italics) are duties which may need to be performed but which are **not** essential duties of the position.

1. Develops and refines processes and procedures for business development team with respect to prospecting, quoting, ordering materials, installation, follow up, documentation, interaction with supporting work groups, and ensures team adheres to those standards.
2. Carries out supervisory leadership responsibilities including but not limited to interviewing, hiring, and training employees; planning, assigning, and directing work; determining appropriate staffing levels; scheduling workload efficiently; reviewing and approving time and/or expense; evaluating performance;

- administering and adhering to policies and procedures; rewarding and disciplining employees; addressing complaints and resolving and preventing problems.
3. Prepares and/or ensures sales quotes and sales contracts adhere to laws, rules and guidelines.
 4. Promotes the company's products and services by anticipating and addressing customer needs and objectives.
 5. Ensures staff's professional development provides adequate backup for each team member.
 6. Prepares budget for work group including assisting GM/CEO in developing goals.
 7. Documents internal processes and procedures related to duties and responsibilities.
 8. Builds long term relationships with new and existing customers.
 9. Provides unbiased feedback and after sales support.
 10. Maintains all records of quotes, installation costs and analyzes profitability of products and services for recommendations to GM/CEO.
 11. Accounts for inventory of all materials used or acquired in fulfillment of customer requirements.
 12. Fills in for the Customer Service/B&C supervisor as needed.
 13. Coordinates activities of marketing consultants for both residential and business services. Primarily responsible for developing and implementing residential sales initiatives.
 14. Monitor the activities of contract personnel and keep management apprised of contractor's progress.
 15. Attends in-house and outside schooling or meetings, requiring travel by car, bus, plane or other means for extended periods of time, when necessary to enhance engineering knowledge.
 16. Recognizing that job safety is a primary objective in all duties, attends and participates in company safety and training meetings.
 17. Other duties as assigned as part of the management team, specifically in relation to developing overall company strategy, direction and product and services offerings.
 18. Drives company vehicles in accordance to company standards.
 19. Communicates and interacts effectively with co-workers, supervisors, managers, contractors, vendors and the general public.

QUALIFICATIONS:

Skills, Knowledge and Ability

- Must be willing to accept responsibility and be accountable for own activities.
- Must project a professional appearance and demeanor and demonstrate outstanding customer service skills such as courtesy and respect when dealing with internal or external employees, customers, vendors, and members of the public.
- Ability to work productively with a variety of personalities
- Ability to read, write, comprehend and speak English.

- Ability to establish and maintain good working relationship with customers, departmental and company staff through effective and productive means of communication.
- Ability to communicate clearly in written form through business letters, email, faxes, etc. using proper business etiquette.
- Proficiency in business etiquette and customer relations best practices.
- Ability to work accurately and efficiently with numbers and calculations.
- Ability to demonstrate initiative and strong organizational skills in order to prioritize multiple assignments.
- Ability to work under pressure of deadlines and under stressful conditions.
- Ability to maintain confidentiality of all proprietary information.

SPECIAL REQUIREMENTS: May be required to attend out of town training or meetings requiring travel by car, bus, plane or other means of transportation. May be required to work extended hours as needed to complete projects and meet deadlines.

EXPERIENCE and/or TRAINING: Any combination of training, education and experience that would provide the required skills, knowledge and abilities needed to perform the assigned duties of the position. A typical way to acquire the required skills, knowledge and abilities is:

Completion of the requirements for a high school diploma or equivalent **and**

- At least five years progressively responsible experience working in an environment where customer service and/or sales was a major component of the job. Completion of credits above high school in a business, management, finance, psychology or closely related field may be substituted for two years of the required experience on a year for year basis.
- At least three years' experience supervising work teams of 5 or more people.
- At least one year of sales and/or marketing experience.
- Experience which demonstrated knowledge of computers and the ability to use Microsoft Office application software.
- Experience in operations which utilize multiple line telephone systems such as ACD or call center systems is helpful.
- Experience providing quotes, analyzing costs and expenses, and working with customers throughout complete sales cycle.
- Experience using billing systems, order administration, and/or Customer Relationship Management (CRM) software is also helpful.

PHYSICAL REQUIREMENTS: the physical requirements described are meant to be representative of those that must be met by an employee in order to successfully carry out the essential functions of the position.

Strength, dexterity, coordination and vision to use keyboard and video display terminal for prolonged periods of time. Strength and stamina to bend, stoop, sit and stand for long

periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials. Some reaching for items above and below desk level. Some bending, reaching, squatting and stooping to access files and records is required. Sufficient manual dexterity and cognitive ability to operate a personal computer using word processing, spreadsheets and databases. The ability to communicate face to face and via telephone. Ability to lift at least 25 pounds on a recurring basis.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such reasonable accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING ENVIRONMENT: Work is performed under the following conditions: Position functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise or odors. Frequent interruptions to planned work activities occur.

Employee's Signature

Date

Manager's Signature

Date