

Business Development Manager

Be responsible for promoting Rodair's services to a specific client base. An ideal client profile will be developed and targeted to ensure the sales funnel is populated with a base of accounts. This will also ensure the targets are attained with a reduced sales cycle. This role will include:

- Effectively manage the entire sales process from opportunity generation through forecasting, sales presentations, completing proposals, closing and account management
- Liaise with Operations teams, and new clients to ensure effective account setup across all divisions
- Maintain monthly volume/revenue variance reports for Western clients and develop client visitation schedule, addressing areas of concern with COO or designate
- Establish a monthly Western customer review with President, Rodair International & Customs Brokerage upon completion of each month
- Become fully versed in all of Rodair's product and service offerings from both sales and operational perspectives
- Work with Branch Managers to negotiate fees with clients for various product offerings when required
- Conduct product demonstrations of Rodair technology products (i.e. TMS and Realm Report) and train clients as required in the use of the various systems
- Assist in the development of PowerPoint Presentations and other Marketing Material for client presentations
- Identify gaps in service and opportunities for improvement, working with appropriate Branch or Operations Manager to resolve
- Perform on-site client training when required
- Identify opportunities to cross-sell Rodair's various products and pursue accordingly
- Resolve escalated payment or process disputes when required
- Develop business sales budget once a year for new GP business development for Western clients
- Occasional travel may be required

Qualifications

- 3 – 5 years of work experience as a business development manager or sales executive
- Experience in the Freight Forwarding, Transportation, and/or Logistics industries considered an asset
- Have the tenacity and drive to seek new business and meet or exceed targets
- Excellent telephone manner for making initial contact and for ongoing communication with customers and business associates
- Excellent written and verbal communication skills - needed for communicating with a wide range of people, both internally and externally
- Good IT skills, including the use of spreadsheets
- Professional manner for meeting customers/clients
- Initiative and good decision-making skills
- Project management skills
- Ability to motivate yourself and set your own goals

- Great organizational skills
- Good networking skills
- Ability to think strategically
- Ability to analyze sales figures and write reports
- Initiative and the confidence to start things from scratch