

# Position Description



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**Job Title:** Business Development Specialist (BDS)

**Department:** Sales

**Reports to:** Director of Business Development

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## **Purpose of position**

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The Business Development Specialist position is a most vital part of the BVA organization. This position is responsible for achieving growth goals in the small and medium business markets for information technology in an Arizona based territory (1- 500 users). This position is responsible for the complete sales cycle; prospecting, qualifying face-to-face meetings; coordinated development of proposals and ongoing account management. Produces and presents proposals to customers, supports customer satisfaction and is responsible for closing business deals. The BDS is responsible for managing existing accounts with an emphasis on new client development.

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## **Work Performed**

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Responsibilities include, but are not limited to, the following:

- Ability to describe how one's job role aligns and supports the company vision and overall strategy
  - Ability to work cross-functionally across the organization to achieve results
  - Maintaining, nurturing and growing existing account bases
  - Working independently to meet and exceed monthly, quarterly and annual revenue targets
  - Identifying business needs, managing accounts, cold calling, prospecting, developing a thorough needs analysis and closing targeted opportunities
  - Maintaining opportunities inside of the existing CRM systems. These duties include pipeline management, next step planning and a thorough knowledge of the CRM system.
  - Ability to negotiate opportunities within a prospected environment
  - Ability to understand the client's requirements, meet deadlines and commitments with thorough follow up with clients
  - Interacts with all BVA staff in a courteous, business-like manner
  - Facilitate the transfer of information between peers to create a team-oriented environment
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## **Knowledge, Skills and Abilities Required**

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- Excellent oral and written communication skills
- Thorough knowledge of information technology industry – particularly Active Directory and Microsoft infrastructure management. Knowledge of workstations and Microsoft applications
- Subject matter expert in the Microsoft infrastructure space to include; an analysis and construction networks; understanding of data base management systems; network management, and how the technology relates to the business needs of our clients
- Excellent presentation and negotiation skills; interpersonal, and solution selling skills
- Superior organizational skills and precise attention to detail
- Professionalism and cooperation in dealing with other staff employees and clients
- Ability to manage difficult or stressful work-related issues
- Excellent presentation skills, ability to negotiate with client while maintaining revenue and margin goals

## **Education and/or Experience**

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- High School Graduate or GED required, college degree preferred
- Minimum three (3) years of technology sales experience and a proven track record of success are required
- Strong technical knowledge
- Ability to cold call and develop clients from the ground up
- Experience in creating an over-the-top customer experience, while impressing our clients with superior client service

## **Certification Requirements**

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- None

## **Training**

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Person responsible for training: Director, Business Development

ConnectWise; (BVA CRM system); statement of work; process for document information; training on various technologies needs of clients (AD; security; bSecure, BVA's selling process)

## **Physical Demands**

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The physical demands described here are representative of those that must be met by a employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone keyboard
- Specific vision abilities required by this job include close vision requirements due to computer work.

## **Working Environment**

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of a Business Development Specialist. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Moderate noise (i.e. business office with computers and printers, telephone sales environment)
- Ability to work in a confined area
- Ability to sit at a computer terminal for an extended period of time

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.