



## Lead Development Representative

### Overview

You're an experience builder. You have insight, energy, and empathy. You aren't afraid to give the candid feedback that might make a situation a bit better.

Client Savvy works with professional services firms to Design, Implement and Measure Client Experience programs. We work with our clients to improve relationships, design new processes and use the data to make the challenging goals a reality.

As Business Development Representative, you will build and develop new clients as well as expand the services and relationships of existing ones. We will assist you in all aspects of our business to ensure you are providing the most knowledgeable information to our existing and potential clients. This position will be based out of Raleigh, NC and will report to the VP of Growth and Marketing. The territory will span the Globe.

The office is a vibrant group of 10 professionals who are thrilled to be a part of Client Savvy's huge potential in the market place. This group is fun, but also disciplined in doing whatever it takes to get the job done, and get the job done right. There is a huge upside at Client Savvy both financially and from a professional development prospective! Do you have what it takes?

### Overall Tasks and Responsibilities:

#### Become a Community Maker

- Acquire new clients by consistently focusing on empowering clients to create a solution to their largest challenges that only Client Savvy can help them solve.
- Retain and Grow Existing Client Accounts by uncovering business challenges and ensuring that the mutually agreed solution is implemented and nurtured.
- While attending conferences have 5-7 stories that will enable clients to find hope for the problems with what Client Savvy provides.
- Lead consistent Activating on Promoters program with the Client Success Manager (CSM) team to discover additional opportunities for growth.
- Identify, prioritize, and validate new leads and lead sources.
- Create consistent content that has value to our clients and prospects by clearly developing client pains and solutions into compelling stories to share.
- Through creating value, ensure that CXps (Client Experience in Professional Services Conference) is our most important product in our client's view.

#### Create Value while Providing Exemplary Client Experience (CX)

- Connect clients with experts, both internally and externally, to create value.
- Ensure that Client Experience is at the core, by ensuring that new clients have clear goals for their program, as well as ensure that the goals are being delivered on.
- Collaborate with our team and develop pioneering strategies that solve a client or prospect challenge.
- Diagnose, not prescribe. Ensure that prospects see every interaction as providing strong value.



## Lead Development Representative

### Facilitate “Ten X” by

- Document Sales Methodology and remove complexity through better utilizing existing systems, or creation, testing, and implementation of new systems.

### The Day to Day Job Duties

#### New Client Acquisition

- Identify, prioritize and validate leads from the following sources (Inbound, LinkedIn, Conferences, Referrals, Lead Database in Salesforce.com)
- 60+ Outbound Calls a day.
- Book discovery calls (3-4 day) to feed the funnel.
- Eventually hold Discovery Calls to identify Power Goals for client.
- Share Power Goals in Weekly team meeting.
- Manage and document the Sales Pipeline.
- Attend 2-3 Conferences annually.
- Identify new leads in multiple verticals.

#### Existing Client Development

- Assist Client Success Manager (CSM) Team and allow them to be the experts during annual reviews while discovering Power Goals.
- Assist CSM Team with PSMJ call to discover Power Goals during calls and place in funnel.
- Collaborate with CSM Team on Activating of Promoters Program.

#### Collaboration with Marketing

- Give insight on conference/speaking opportunities to find fit.
- Review Lead Source vs. Close Rate for future budget planning.
- Assist with CXps Conference attendance by integrating value of conference with Power Goals.
- Assist with content planning by sharing challenges heard from prospects.

#### Reporting, Administration, Team Meetings

- Team Meetings
- Sales Meetings
- Collaboration meetings
- Timesheets, etc.
- Documentation of processes.

### Compensation:

Our new Business Development Representative will enjoy:

- Base Salary \$35,000-\$45,000 (full-time position)
- Bonus / Commission structure
- Paid Vacation / Sick Time
- Paid Holidays
- Comprehensive Benefit Package
- 401(k) Plan
- Ability to make uncapped commissions while attaining quota
- President's Club
- Upward mobility to Senior Business Development role

### Skills Required:

- Minimum of 1 year of sales experience.
- Bachelor's degree, or equivalent, is required, preferably in a business-related field.
- Comfort level with working independently.
- High level of self-motivation with strong character and ethics.
- A "Hunter" mentality. Developing into a Hunter and Farmer.
- Ability to interact successfully with all levels of an organization.
- Highly effective communication skills – oral, written, and group.
- Demonstrated persuasion and negotiation skills.
- Strong interpersonal skills to build rapport with prospective and existing customers.
- Organizational skills and effective time management to succeed in a semi-autonomous, fast-paced environment.
- Basic office technology knowledge, including Windows, MS Office (Excel), Outlook, and Smart devices.
- Ability to prospect for clients with multiple methods such as in-car canvassing, phone, email, networking and internet/social media.
- Understanding that this position is not strictly "8 am – 5 pm."
- Highly organized and detail oriented.
- Ability to think outside the box and juggle many different things at once.

### Additional Skills Desired but not Required:

- A background in Feedback or Data and Analytics Software
- Experience in Professional Services I.e. Architecture, Engineering, Legal, Construction, Technology, Accounting, etc.