

B2C - Business Development Executive

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Company: e.surv Chartered Surveyors

Location: United Kingdom

Category: other-general

Overview

The role is working in the B2C team managing existing partners and growing relationships, including prospecting new partners. A typical split of workload would be 60% new business, 30% existing Account Management and 10% lead follow up on warm inbound leads.

This role is fully remote based working from home with 80% of time expected on the phone or on 'Teams' meetings. The individual is expected to manage their own workload and to be effective with growth based on the company objectives and guidance by their manager. This is a high paced role and requires the individual have pace urgency and a desire to succeed, including achieving monthly targets in growth and activity.

The individual is expected to have good organisational skills and the ability to collaborate with different people and needs to manage the partners assigned to them.

Reward

Salary DOE + uncapped monthly commission

Fully remote working

The Role

Manage a workload of new business referral partners, existing accounts and warm leads.

Prospect new referral partners to grow accounts.

Proactively manage existing referral partners, booking in regular contact with existing accounts.

Regularly update the CRM system with all customer contact and adding relevant information, including diarising tasks for follow ups.

Maximise referrals from existing accounts by understanding their business model and building relationships ensuring is the brand of choice.

Develop a sales workflow strategy to be effective and efficient with time.

Accurate reporting and delivery of information in line with agreed team processes.

Work alongside colleagues in the customer service team sharing information and customer insight to develop great working relationship.

Ensure client expectations are met with regular contact.

Deliver exceptional customer service in-line with company values.

Keep abreast of industry news by joining groups on LinkedIn and setting industry alerts.

Supporting management at industry events if required.

Adhering to quality management guidelines, and in line with ISO 9001 frameworks.

Ensuring all company policies and security processes are adhered to.

The Person

Essential

Strong communication and interpersonal skills, written and verbal.

Excellent listening skills.

Proactive and results driven attitude.

Can build relationships with all types of people.

Ability to build and maintain relationships with existing partner accounts and prospects.

Confidence in making presentations and delivering to a group in Teams.

Experienced with CRM software and tracking personal performance using spreadsheets.

Strong time management and organisational skills.

Ability to work independently and part of a team and wider team.

Flexible approach to resolving problems and task management.

Complaint resolution and customer care skills.

Experience

Experience working in a high volume environment.

Min of 2 years' experience in a high pace outbound targeted sales environment.

Background in business development and managing referral partners.

Knowledge of the housing market and transactional sale a bonus.

Apply

For a confidential discussion on the full details of this role please contact Mike Brett on 07767 100622 or – alternatively apply with your CV and covering letter for a quick response.

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