

# Business Development Manager

Los Angeles | CA

## Who We Are

At PeopleSpace, we're bold, we're innovative, and we work with amazing furniture and even better people. We give customers the best experience we can, and we do it in a way that helps our employees grow, succeed, and have fun.

## What You'll Do

The Business Development Manager generates leads, qualifies potential customers and convinces clients to buy furniture and services. Responsible for sales volume, margin percent, and new business goals on a monthly, quarterly and yearly basis.

## Responsibilities

### Lead Generation

- Network extensively for leads (business groups, real estate brokers, A&D community, local community organizations, industry organizations - IFMA, BOMA)
- Research for leads through business journals, newspapers, industry periodicals and publications, internet, etc.
- Cold call potential clients in person or by telephone, or combination
- Participate in dealership lead generation programs such as telemarketing, open houses, industry events, etc.; follow up diligently on leads provided by the dealership

### Selling

- Qualify leads into potential customers; thorough needs analysis to understand client's requirements for furniture products and services
- Make persuasive presentations to customers on dealership's products and services - in person, through written/graphic documentation and electronic means
- Develop detailed, accurate and professional quotes through own effort or in conjunction with dealership personnel (designers, customer service representatives, project managers, etc.) and present these to the customer
- Work with service departments to develop service contracts to present to customer when complex services are sold (design, for instance) or for major projects (installation, design, project management)
- Provide accounting department with timely information for necessary credit checks

## IT'S NOT JUST ABOUT FURNITURE.

Working for PeopleSpace means inspiring leadership, amazing resources, and great culture

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To apply, email a resume and cover letter to:



tkoehler@peoplespace.com

If we see a fit, we'll reach out within a week. We know applying takes time. Thank you in advance for yours.

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## Responsibilities (cont.)

### Sale Implementation

- Responsible for setting up the sale to be efficiently managed and administered by the dealership, dealership operations and business personnel
- Accept responsibility for the accuracy of specifications when entering orders, and review specifications for errors when done by others (design, for instance); provide complete, accurate and timely sales order (header data, pricing, contract numbers, etc.) and work order (site and project parameters, installation schedule, etc.) information required for proposal/sales order system
- Ensure a responsible close of sale by obtaining signed sales orders (and terms and conditions, if appropriate), client purchase orders and deposits as required.
- Stay involved throughout sale implementation to ensure that any bottlenecks or changes in scope are identified and resolved, and that both customer and dealership are satisfied

### Customer / Account Interfaces

- Responsive and timely to customer inquiries, requests for information and/or quotations, problem resolution, etc.
- Provide frequent and regular follow-up contact with customer regarding after sale services and information, including customer satisfaction
- Conduct a professional, cooperative interface with the customer, the customer's employees, and the customer's third-party consultants/subcontractors
- Ensure the customer gets frequent and regular reports on order status, project progress and overall customer activity status
- Assist accounting in resolving any late receivables or customer credit issues

### Goals and Performance

- Meet monthly, quarterly and yearly sales, margin and new business goals as set by the dealership and sales manager
- Provide timely reports on sales forecasts and new leads as required
- Participate in special sales programs sponsored by the dealership on in conjunction with the dealership's designated furniture manufacturers; attend training

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## Responsibilities (cont.)

### Contract Furniture Management

- Knowledgeable of dealership's product lines - product features, application, technical capabilities, specification, etc
- Good understanding of contract furniture management at dealer level - account servicing, project management, order preparation, order management, factory interface, delivery & installation - including sale's role in those processes and procedures
- Function as customer advocate for internal order fulfillment performance and service products
- Knowledge of office environment issues (ergonomics, technology integration and use, office productivity, etc.) and general business trends

### Qualifications

- Excellent verbal, written, listening and presentation skills
- Strong negotiation skills to close business and manage relationships
- Strategic and analytical thinker capable of driving sales results and market share improvement in a value-based selling environment
- Quickly learn and embrace Company Values and demonstrate through daily behaviors/actions
- Sales experience working for a contract office furniture dealer or manufacturer preferred

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