



<b>Job Title:</b>	Customer Development Representative	<b>Position Type:</b>	Full-time
<b>Department:</b>	Customer Experience	<b>Reports to:</b>	Director, Customer Development
<b>Position Summary</b>			
<p>A Customer Development Representative is responsible for working with customers to ensure a smooth sales process and meet sales goals. A rep is responsible for learning about customer needs, qualifying for the best sales method and nurturing customers to a closed sale.</p>			
<b>Roles and Responsibilities</b>			
<p>General responsibilities</p> <ul style="list-style-type: none"> <li>• Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails</li> <li>• Research accounts, identify key contacts and generate interest</li> <li>• Understand and demonstrate the value of Chamber membership and other offerings to the customer</li> <li>• Qualify leads for sale and route to the appropriate sales method</li> <li>• Prepare proposals and present engaging information about the Chamber’s value proposition to potential customers</li> <li>• Meet sales goals and objectives set by leadership</li> </ul> <p>As a Customer Development Rep, you are expected to</p> <ul style="list-style-type: none"> <li>• Maintain well organized, up-to-date and accurate sales information in Salesforce CRM</li> <li>• Meet personal sales goals</li> <li>• Contribute to organizational sales goals</li> </ul> <p><b>QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Sales experience a plus</li> <li>• Experience using CRM to manage and forecast sales opportunities</li> <li>• Excellent verbal and written communications skills</li> <li>• Strong listening and presentation skills</li> <li>• BA or BS degree a plus</li> </ul> <p><b>ADDITIONAL NOTES</b></p>			
<b>Last Updated By:</b>	Jonathan Packer	<b>Date:</b>	11/10/2020 6:57:00 PM