

Thermaco Incorporated

POSITION DESCRIPTION

Position Title: Business Development Specialist

I. POSITION SUMMARY

Thermaco, a leading manufacturer of innovative environmental equipment solutions for the food service industry is seeking a Business Development Specialist. The business development specialist position is part of a team of business development specialists that create and nurture business opportunities with end user customers, government regulators, engineers/architects, service/contractors and distributors/dealers, at defined period goals, to ensure business growth and customer satisfaction.

II. FUNCTIONS

1. Build partnerships and establish business relationships with companies and individuals with the highest potential for scaling revenues, profits, customer satisfaction, and other positive business results. Good business relationships include end users, government regulators, engineers/architects, service/contractors, distributors/dealers, and other contributors to the market ecosystem. Activities for establishing good relationships include but are not limited to, phone calls, emails, texts, mailings, webinars, and face to face communication to both relate and listen for information and opportunities to extend initiatives with the company and articulate the benefits of products and services.
2. Understand the target market, including industry, company, project, company contacts and which market strategies can be used to develop the market.
3. Maintain customer relationships, ensure customer loyalty, and create customer advocacy by responding to customers' needs and following through on all aspects of requests, both written and verbal, by coordinating information from the different disciplines and arranging the formal response.
4. Conduct selling efforts as needed. Successfully execute a process for driving sales.
5. Collaborate with marketing, customer service, product management, production, and management to coordinate and execute new programs, messages, campaigns and offerings.
6. Facilitate programs to gather requirements and features from customers and their communities to augment sales, marketing, development, support, product management, and business and technology partnerships, and others as needed.
7. Ensure reporting and communications is frequent and bi-directional.
8. Become a subject matter expert on our business products, processes and operations, and remain up-to-date on industry news.
9. Attend trade shows along with different conferences, both educational and customer oriented.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

III. KEY SUCCESS FACTORS

1. Communication Proficiency
2. Teamwork
3. Customer/Client Focus
4. Flexibility
5. Networking/Prospecting
6. Presentation Skills

IV. SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

VI. PHYSICAL DEMANDS & TRAVEL

Works in an office and plant environment. As needed travel domestically and abroad. Sight, hearing, and speech capabilities sufficient to communicate well with individuals and groups. Responsible for working in a safe manner. This position requires up to 25% travel.

VIII. REQUIRED EDUCATION & EXPERIENCE

1. A bachelor's degree in a business or technical discipline or equivalent experience in related field preferred.
2. 1-3 years of overall business experience.

IX. OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.