

## **Business Development Manager**

Based in Cranberry Township, PA, ITG Networks provides visitor-based network solutions to the hotel industry. We are an approved technology vendor for major hotel brands including Wyndham & Red Roof hotels. We specialize in Wi-Fi, Guest Room Entertainment, Mitel Phone Systems, CCTV Camera Systems, & Low Voltage Cabling. We enjoy doing things the right way as our google reviews support.

As a Business Development Manager, you will find business opportunities and manage customer relationships. You'll be directly responsible for the expansion of our customer base. The ideal candidate will have talent in sales and experience in customer service. We expect you to be a reliable professional able to achieve balance between customer orientation and a results-driven approach. The goal is to find opportunities and turn them in long-term profitable relationships based on trust and mutual satisfaction.

### **Responsibilities**

- Establish relationship with new customers
- Manage the entire sales cycle from finding a client to securing a deal
- Unearth new sales opportunities through networking and turn them into long term partnerships
- Work with ITG Technical staff where required to address customer requirements.
- Present products to prospective clients
- Provide professional after-sales support to enhance the customers' dedication
- Respond to complaints and resolve issues aiming to customer contentment and the preservation of the company's reputation
- Negotiate multi-year agreements and keep records of sales and data
- Full-time position Mon-Fri
- Multi-State territory requires up to 20% travel

### **Skills**

- Proven experience as an Account Executive, or in other sales/customer service role
- Enthusiastic, "whatever it takes" attitude and passion for customer service

- PC literate with knowledge of MS Office, specifically Excel, Word, Publisher and PowerPoint; knowledge of CRM software (eg. Salesforce, ConnectWise, etc.) is a plus
- Excellent communication/presentation skills and ability to build relationships
- Organizational and time-management skills
- Ideal background might include: Telecom, Voice, Data, CCTV, Wireless, or other technology-based sales
- BS or BA in business administration, sales or marketing

Base salary + Commission benefits package including medical, dental, vision, bonus, and matching 401(K) plan.

Please research our company prior to coming in for an interview. We expect a certain level of business acumen for this position.

This position reports to the Director of Sales.