

Job Description: Business Development Manager

Job Title: Business Support Manager (Inside Sales)

Location: Remote (US & Canada)

Company Overview: We are a leading provider of high-quality LED street, area, site, and traffic signal lighting solutions. We are committed to driving innovation and sustainability through our products, services, and customer support, serving both public and commercial sectors. We are currently transitioning into an IoT solutions and Data Management Systems (DMS) provider, leveraging street lighting technology and lighting grid infrastructure as its foundation.

Job Summary: We are looking for a dynamic and results-driven Business Support professional to join our team. The Business Support role will be responsible for coordinating strategy with the Business Development Manager (BDM) for the territory and acting as the primary point of contact for our agents in the territory on day-to-day matters. Additionally, this individual will be responsible for supporting overall revenue growth in the territory.

Responsibilities:

- Work with the BDM to develop and execute sales strategies for the assigned territory
- Act as the primary point of contact for all agent support, inquiries, and issue resolution
- Build and maintain positive relationships with agents, understanding their needs and providing assistance where possible
- Assist the BDM in actively generating pipeline and managing opportunities, including bid document consolidation and checking
- Providing and tracking quotes, working with Agents, the BDM, and internal departments to best position our quotation
- Manage inbound sales requests and co-develop outbound programs to drive engagement and new business
- Assist with level one prospecting, bringing warm leads to the BDM as requested
- Manage the overall Salesforce pipeline growth, updates, and progress
- Work closely with our internal teams, including Marketing, Customer Service, Quality, and Product Marketing, to ensure effective collaboration on customer issues
- Manage internal applications for the BDM. New Agent Setup, Inventory Requests, Samples Requests, RMAs, etc.
- Support BDM in managing weekly and monthly sales projections, territory budgets, and other reports

Additional Eligibility Qualifications:

- 3-5 years of relevant sales experience in Customer Service, Inside Sales, or Outside Sales
- Demonstrated ability to build and maintain successful business relationships
- Strong negotiation, problem-solving, and communication skills
- Ability to work under pressure and manage multiple tasks in a fast-paced environment
- Excellent organizational skills and attention to detail
- Familiarity with Salesforce and SAP systems and processes (preferred)
- Ability to travel as needed

Competencies:

- Technical Capacity
- Personal Effectiveness/Credibility
- Thoroughness
- Collaboration Skills
- Communication Proficiency
- Flexibility
- Proficiency with Microsoft Word, Excel, PowerPoint, and Outlook.



Compensation: Starting at \$85,000 base