

Job Title:	Business Development Executive
Department:	Strategic Business Innovation
Reports To:	SVP, Strategic Business Innovation
FLSA Status:	Exempted
Grade:	6
Parking Allowance:	No
Cellphone Eligible:	Yes

The Alliance for Strong Families and Communities is a strategic action network of thousands of committed social sector leaders driving to achieve a healthy and equitable society. We aggregate the very best sector knowledge and serve as an incubator for learning and innovation to generate new solutions to the toughest problems. We accelerate change through dynamic leadership development and collective actions to ensure policies and systems provide equal access and opportunity for health and well-being, educational success, economic opportunity, and safety and permanency. The Alliance includes its social enterprise FEI Behavioral Health.

Summary

Responsible for contributing to, supporting and executing the Alliance business development strategy. Leads sales efforts to acquire new client relationships – from initial lead generation through close of deal. Assists in the development and implementation of the overall sales & marketing plan, which will meet both personal and business goals of expanding the Alliance network. Works with the Alliance support and delivery teams, as well as Alliance partners (subcontractors) for the achievement of customer satisfaction, revenue generation, and long-term account goals in line with company vision, values and financial objectives.

Essential Duties and Responsibilities including the following. Other duties may be assigned.

- Responsible for the sales of all Alliance products and services, including Operations Support services, consulting services, the Alliance learning community, Alliance events, and Alliance “membership”.
- Demonstrates technical selling skills and product knowledge in all areas of the Alliance and delivers effective presentations and productive sales calls.
- Complete understanding of pricing and proposal models.
- Maximizes process of nurturing and closing a sale for all opportunities in the sales pipeline.
- Demonstrates the ability to carry on a business conversation with C-level executives and decision makers, as well as influencers.
- Consultatively sells, making appropriate recommendations that help prospects and clients solve business issues.
- Creates and delivers effective proposal presentations and RFP responses that identify prospects’ business problems, the effects of the problems, and articulates Alliance solutions to their problems.



- Develops and maintains an accurate database of qualified leads and prospects, through referrals, telephone canvassing, face-to-face meetings, cold calling, direct mail, email, and networking.
- Maintains accurate records of all sales and prospecting activities, as well as client information in the sales system of record.
- Assists in the implementation of company marketing plans as needed.
- Responsible for sourcing and developing client relationships that can be used as referrals.
- Represents company at applicable conferences to promote products and services.
- Monitors competitor products and services, sales and marketing activities.
- Assist in the development and implementation of strategic marketing plans to achieve company objectives, including advertising, email, direct mail, webinars, etc.

Relationships and Roles

- Maintain contact with all clients to ensure high levels of Client Satisfaction.
- Demonstrate ability to interact and cooperate with all company employees and partners (subcontractors) of the Alliance.
- Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with others, solve problems creatively and demonstrate high integrity.
- Maintain professional internal and external relationships that meet company core values.
- Proactively establish and maintain effective working team relationships with all support departments.
- Must be willing and able to work with colleagues of diverse backgrounds, styles and leadership abilities.

Education and Experience

- Bachelor's degree from a four-year college or university
- 3-5 years of experience in sales, particularly in the Outsourcing industry, or nonprofit operations.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Experience with selling products or services to Nonprofits.
- Strong understanding of customer and market dynamics and requirements.
- Willingness to travel occasionally and work in a team of professionals.
- Proven ability to achieve sales quotas.
- Experience with iMIS, HubSpot, or salesforce.com a plus.



Competencies

- **Drive for Results:** Focuses on executing consistent high-quality results; sets high standards for self; sets up feedback loops and monitors work flow to celebrate success, identifies problems early and develops solutions; focuses on the priorities; explores work challenges from all sides; works to continually improve operations and processes.
- **Personal Accountability:** Holds self-accountable for achieving goals and commitments; takes responsibility for own actions and for mistakes; willing to be a champion for new ideas; takes appropriate risks to meet goals and to address challenges and opportunities; open to feedback, suggestions, new ideas and facts; actively listens to and understands others; takes responsibility for understanding the goals of and supporting other departments.
- **Resilience:** Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.
- **Customer Focus:** Understands we are advocates for our customers and treats our network, colleagues, peers, funders, clients and partners as customers; continuously creating new initiatives to improve the overall customer experience and satisfaction; sees issues/customer concerns from customer's point of view; builds positive, respectful, and trusting relationships with both internal and external customers; keeps customer success as a high priority.
- **Collaboration:** Seeks and enlists active participation of all internal and external customers in handling opportunities and challenges; builds strong working relationships with all stakeholders; addresses conflict immediately in an open, productive, trusting style; provides ongoing open flow of relevant information to team members and other stakeholders and strives for a balance of working independently and creating opportunity for input and feedback; seeks out and welcomes differences; embraces diversity.
- **Learning Agility:** Learns quickly from all types of situations and is able to adapt behavior to new situations to improve performance; spends time learning new skills and knowledge; takes risks in applying new ideas/thinking/approaches to opportunities and existing challenges; keeps updated on organizational and industry information/changes; studies and understands organization wide and industry trends and new research; collaborates with manager to create continuous development opportunities; analyzes successes and failures for areas of self-improvement; experiments with creative approaches to new opportunities and managing challenges.



Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Travel Expectations

Travel is expected; approximately 5 days a year.

Approved By: Human Resources Specialist

Approved Date: December 13, 2019

