

## **Business Development Manager**

**Astor Business Centers – (832) 617-7959**  
**[www.astorbusinesscenters.com](http://www.astorbusinesscenters.com)**

Self Managed Hours  
Weekly Sales/Conference Call  
Commission Only

ABC expects high standards of Business Development Managers. BDM's are required to have a good understanding of the challenges faced by small businesses and entrepreneurs and the ability to identify solutions.

### **Required Skills**

Proficient in Microsoft Office Suite for both Mac and PC  
Highly numerate  
Self-motivated  
Strong written and verbal skills  
Outstanding customer service skills  
Excellent sales skills  
Ability to work under pressure  
Banking background preferred

### **Product Mix**

DAC Lending  
Startup Lending  
EINbiz Credit  
Merchant Accounts  
Mailbox  
Virtual Offices  
Business Support Package  
Website

## **Service**

BDM's are expected to attain a high degree of expertise in the products and services offered in their Business Center. BDM's must be able to cross-sell and upsell business services and subscriptions. Business Development Managers must be able to ensure that all customer questions and complaints are resolved quickly to the customer's satisfaction.

## **Management**

BDM's must be capable self-managers as well as contributors to the company's customer service ethos. In addition to adhering to all team member and business center standards, BDM's must work effectively with little or no supervision. Center Consultants also work directly with management to ensure that quality standards are met, as well as suggest viable solutions for any problems identified.

## **Minimum Qualifications**

Applicants must have a high school diploma or its equivalent as well as at least six months of relevant experience. BDM's are further required to have excellent verbal and written communication skills and be able to maintain their concentration and attention to detail for extended periods. Additionally, applicants must be committed to maintaining adherence to their assigned work schedule and meet all ABC hiring criteria including successfully passing a background check. Applications are accepted online or in person.

## **Responsibilities:**

This is a representative list of the general duties the BDM will be asked to perform and is not intended to be all-inclusive

- Follow-up on all sales leads
- Generate a minimum of 5 qualified leads per week
- Upsell, cross-sell and educate customers about ABC products and services
- Have a minimum of 3 customer meeting per week

- Provide customer service, including anticipating customer needs, suggesting alternatives and problem solving, and is able to satisfy those needs with a minimum amount of supervision
- Offer assistance to customers by suggesting appropriate solutions to business issues or problems
- Participate in bi-weekly sales meetings
- Produces work in accordance to pre-established priorities of customer projects
- Perform all other duties as needed or requested