

Copeland Buhl & Company PLLP
POSITION DESCRIPTION

Title:	Acumatica Business Development Manager
Position:	Client Service
Reports To:	
Work Location:	Wayzata, MN
Job Code/Classification	Salary; Professional Level; Exempt

POSITION OVERVIEW

Position is responsible for prospecting and developing leads to support the Firm's Acumatica ERP practice.

KEY RESPONSIBILITIES

- Development of a growth strategy focusing on expansion of the Acumatica program
- Conduct research to identify new clients and stay on top of new markets and compliance requirements.
- Contact potential clients to establish rapport and arrange meetings.
- Check in with existing customers to ensure continued satisfaction and to determine any potential improvement.
- Management of the sales pipeline through appropriate follow up methods.
- Closing of business negotiations to ensure customer commitment.
- Identification of trends and customer needs, along with building practices to serve the needs of Solution Architects.
- Maintain timely information entry within CRM.
- Communicate value of Copeland Buhl to prospects and customers.
- Develop business contacts as referral sources.
- Develop excitement about Copeland Buhl.

QUALIFICATIONS

Education:

- Bachelor's Degree or equivalent combination of education and work experience in business administration, sales, or related field.

Experience:

- 3-5 years relevant sales experience.
- Proven sales track record
- Experience in customer support
- Proficiency in MS Office and CRM software
- Strong project management.
- Strong client management.
- Strong vendor management.

Skills/Abilities:

- Strong Interpersonal skills, communication skills, active listening, and customer-care skills.
- Excellent written and verbal communication skills.
- Strong organization skills, ability to perform under pressure and prioritize workloads.
- Enjoys providing exceptional customer service.
- Strong negotiation skills and market knowledge.
- Ability to meet client expectations in a timely manner.
- Ability to multi-task and adapt to changes quickly

- Ability to close business in order to obtain customer commitment.

OTHER INFORMATION

This job description may apply to employees in different departments. The information below is intended to document the most common situations and may vary by position / department. Refer to management or human resources for specific information pertaining to this position.

Direct reports:	No
Indirect reports:	No
Working Environment:	Professional
Physical Demands:	Minimal
External communication and contacts:	Vendors and Clients
Internal communication and contacts:	Yes
Other information:	n/a

This job description is intended to be a general guideline for applicants, employees and managers. It is not to be construed as an exhaustive list of all duties, expectations or qualifications. This description does not create a contract or guarantee of employment. Management reserves the right to modify job responsibilities, expectations and qualifications.