

Job Duties for Business Relationship Manager (BRM)- Marlboro, MA.

GENERAL SUMMARY:

The Business Relationship Manager (BRM) is responsible for selling Managed Services and IT products to SMB clients. This person is responsible for prospecting new business, cultivating leads, and cross selling across Endeavor's portfolio of products and services. The ability to thrive in a fast-paced environment is crucial to success in the position. The BRM will work in collaboration with internal resources as the opportunity matures through the sales cycle. The BRM must have an ability to understand the big picture and successfully position solution strategies, product demonstrations and presentations appropriately. Proven sales success is a must and telecommunication, or technology sales experience is preferred.

Geographical focus:

- Western MA.
- Central MA
- Merrimack Valley MA and NH
- Seacoast NH, Southern ME

Essential Duties and Responsibilities:

- Demonstrated ability to quickly master and sell Managed Services (Server, Network, End-Point, Helpdesk, Print) Office365 and IT products;
- Ability to configure and price solutions;
- Ability to work within a CRM system (Salesforce);
- Meet or exceed assigned sales objectives and monthly margin quotas;
- Maintain existing accounts and build new revenue within account base through sale of complementary services;
- Build a pipeline of valid sales opportunities;
- Demonstrated ability to identify and qualify other solutions within the product portfolio;
- Must be a team player, with a strong desire to over-achieve;
- Develop and manage sales funnel to analyze and manage activity and provide accurate and detailed forecasts of identified and proposed opportunities;
- Continue to train and develop knowledge of new technologies and selling points, including enhancing expertise in Managed Services, Cloud Services and VoIP technologies;
- Acquire and integrate industry knowledge related to general trends, emerging technologies, and competitors;
- Other duties as assigned.

Knowledge, Skills, and/or Abilities Required:

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.

- Must be a self-starter
- Minimum 3 years successful technology or telecommunication sales experience.
- The ability to prospect for and create a book of business.
- Proven ability to listen, extrapolate information and leverage resources to effectively provide solutions to meet customer/prospect needs.
- Excellent communication (verbal and written), presentation, qualifying, closing and negotiating skills.
- Demonstrated ability to communicate at all levels of an organization.
- Able to ascertain critical client business issues and match needs with available solutions.
- Ability to work closely with other field sales resources to ensure total account opportunity is capitalized on.
- Possess total account awareness.
- Ability to position products in feature, function, and benefit/value.
- Able to develop and maintain strong relationships throughout account life cycle.
- Must be able to make initial “cold” contact phone calls.
- Ability to thrive in high-pressure, quota-driven sales environment.
- Strong computer skills and the ability to manage high levels of internal/external, in/out bound e-mail correspondence.
- Ability to effectively prioritize and execute tasks in a high-pressure environment and effectively use time and resources.
- Ability to use O365, Quotewerks and Autotask systems to generate reports, correspondence, and manage sales activity
- Must be organized and able to multi-task

Educational Requirements:

- BS in Business Management, Communication or Information Systems