



Client Development Manager Job Description

Company Confidential

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Job Title: Client Development Manager

Department: Sales

Reports to: Vice President of Client Development

About CCG: CCG has been transforming workspaces in Utah for 30+ years, partnering with Haworth, and a host of other major furniture & architectural products. CCG is a leader in office furniture and adaptable workspaces; raised access flooring and unitized moveable walls. CCG brings a solid understanding of the construction & interior design process to every project, working closely with architects, designers and construction professionals from start to finish.

Position Overview: The Client Development Manager is the lifeblood of CCG. This role is ideal for a highly energetic, relationship-oriented sales professional. The commercial sales cycle, for adaptable workspaces, raised access flooring and unitized moveable walls, can be a competitive process, and the ideal candidate must be well-organized and process driven. The successful Client Development Manager understands the numbers of the sales funnel and is constantly engaging in both expected and unexpected tactics to move prospective customers successfully through the funnel. The primary responsibility is to prospect new potential customers, nurture them to conversion, and close sales—while maximizing both revenue and profit margins.

The successful Client Development Manager engages everyone in the company and fosters cross-pollination in order to maximize potential with every customer prospect. The successful Client Development Manager knows their product and can clearly explain the differences between our product and the competitors'. However, she/he also understands that we are not selling furniture; rather, we are selling work environments that address client needs and then exceed them. The Client Development Manager is a team builder and collaborates closely with the pitch team including: workplace strategists, designers, account managers, project managers, field managers, pricing managers and vendors. Each Client Development Manager has a specific responsibility to foster a culture of collaboration amongst these internal teams to fully utilize talents in order to find and close opportunities.

Key Responsibilities:

1. Nurture relationships of information sharing with developers, real estate agents and architectural and design leaders.
2. Constantly have a pulse on what new projects are happening in their earliest phases, and freely share this information internally.
3. Strategically plan and develop relationships with decision makers (for interiors and furniture) to always be top of mind.
4. Create customer specific plans (especially for Target Top 10) and then ask for the support you need: marketing, management, budget, etc.

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5. Engage with prospective customers in the sales process: from learning about their every need, to making product recommendations, to pricing and importantly, closing the sale.
 6. Creatively engage CCG management, pricing managers and workplace strategists in order to differentiate CCG's offerings from the competition. Always include a workplace strategist in your primary client meeting.
 7. Communicate, Communicate, Communicate. (Be excellent at this both verbally and in writing).
 8. Have a reputation of transparency and trustworthiness.
 9. Set lofty sales goals based on in-depth industry research and develop individual plans for each customer in order to win the business.
 10. Update Salesforce information on a daily basis

Minimum Qualifications:

1. Five years minimum sales experience, specifically in new business development.
2. Skilled and proven in prospecting, negotiating, influencing and closing new clients.
3. Experience in the architectural, construction, engineering or interiors market a plus.
4. Knowledgeable with Salesforce, or similar CRM.
5. Positive attitude with a commitment to professionalism and integrity.

For more information or to submit your resume, email Tricia Pilny, VP of Client Development, at tpilny@ccgslc.com.