



JOB DESCRIPTION – MANAGER, BUSINESS DEVELOPMENT

<u>Position Title:</u>	Manager, Business Development
<u>Senior Leadership Team Leader:</u>	EVP, Business Development
<u>Team Leader:</u>	VP, Business Development
<u>Team Membership:</u>	Sales & Business Development
<u>Location:</u>	Exton, PA (Office-based)
<u>Job Status:</u>	Exempt
<u>Supervisory Responsibilities:</u>	Inside Sales Team
<u>Objective of the Position:</u>	The primary objective of this position is to lead World Travel, Inc.'s inside sales team, driving positive results in an effort to assist the outside sales team with adding new business to World Travel, Inc.'s clientele.
<u>Job Summary:</u>	<p>The Manager of Business Development has the following areas of responsibility:</p> <ul style="list-style-type: none"> <li>(1) lead team of inside sales staff ensuring effective lead creation, and overall assistance of outside sales team;</li> <li>(2) aid outside sales team and sales management in an effort to close new business</li> <li>(3) oversee functions of inside sales department to ensure the following: <ul style="list-style-type: none"> <li>(a) continuous and successful lead generation efforts</li> <li>(b) accurate financial calculations</li> <li>(c) creative presentation building to deliver intended messaging</li> <li>(d) proposal oversight, review/editing</li> <li>(e) contract building/negotiation as necessary</li> <li>(f) coordination with marketing department around consistent messaging</li> </ul> </li> </ul>
<u>Essential Functions:</u>	<p>The duties and responsibilities for this role include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>(1) Collaborate with inside and outside sales teams on all internal aspects of the sales cycle to increase sales across all territories.</li> <li>(2) Manage and delegate responsibilities and prospecting efforts of inside sales team, ensuring adequate support is provided to outside sales team.</li> </ul>

	<p>(3) Prepare compelling documents in Microsoft Office, including Outlook, Word, Excel and Powerpoint, to advance the sale.</p> <p>(4) Calculate and direct pricing efforts for prospective business within our various financial models.</p> <p>(5) Coordinate with other departments as necessary for assistance throughout the sales cycle.</p> <p>(6) Draft contracts as necessary and maintain involvement throughout the contract negotiation process while onboarding new business.</p> <p>(7) Use CRM to track progress and provide reporting to sales management as necessary.</p> <p>(8) Assist in RFP response process as may be necessary.</p> <p>(9) Mentor team members and ensure growth potential is realized and maximized by providing an educational and motivational environment.</p> <p>(10) Follow World Travel, Inc. procedures, guidelines, and standards in areas of customer service, management information systems, productivity, attendance, and accuracy of work.</p> <p>(11) Ensure non-exempt direct reports maintain 40 hour work weeks while minimizing overtime.</p> <p>(12) Remain knowledgeable and up-to-date on changes and developments in the field of corporate travel management.</p> <p>(13) Keep team leadership informed of all activity, including timely preparation of regularly required reports and others that may be assigned from time to time.</p> <p>(14) Perform other duties as assigned.</p>
<p><u>Time Spent Performing Essential Functions (Generally):</u></p>	<p>Business Development tasks and management = 100%</p>
<p><u>Areas of Accountability:</u></p>	<p>The Manager of Business Development is accountable for:</p> <p>(1) Assisting to achieve team sales goals (annual or otherwise).</p> <p>(2) Preparing all written material in a timely and accurate fashion; all work product should be complete and without significant error.</p> <p>(3) Participating fully as a team member to assist as needed in completing all functions relating to identifying quality sales leads and closing prospective business.</p> <p>(4) Maintaining a favorable working relationship with all other company Team Members to foster and promote a cooperative and harmonious working</p>

	<p>climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.</p> <p>(5) Meeting and maintaining performance standards defined for a Manager of Business Development.</p>
<p><u>Knowledge and Skill Requirements:</u></p>	<p>(1) Ability to exercise good judgment, particularly in high-pressure situations.</p> <p>(2) Strong written and oral communication skills are required.</p> <p>(3) Ability to work as a contributing member of the Sales &amp; Business Development team.</p> <p>(4) Flexible communication and social style that is able to quickly “read a situation” and adapt to the needs of the individual prospect.</p> <p>(5) Ability to recognize opportunities to advance a sale and act upon it effectively.</p> <p>(6) Persistence and tenacity to pursue the desired end result.</p> <p>(7) Demonstrated acumen of basic business mathematics.</p> <p>(8) Demonstrate proficiency in Microsoft Outlook, Word, Powerpoint and Excel.</p> <p>(9) Demonstrated ability to be well-organized, accurate, detail-oriented, professional and courteous.</p>
<p><u>Education and Work Experience:</u></p>	<p>Bachelor’s degree preferred. Work experience should include 1-3 years’ experience in a sales or sales support; experience in corporate travel management is preferred. Proficiency in MS Office, particularly Outlook and Excel, is required. Experience with Customer Relations Management (CRM) system is strongly preferred.</p>
<p><u>Physical Demands:</u></p>	<p>The physical demands described herein are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Individuals are required to sit for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals must be seated at a desk with a dual-monitor computer and telephone. Individuals are required to answer the telephone and type on the computer’s keyboard. Headsets for the telephone are available. Individuals are required to reach above shoulder height, below the waist, and lift items as required to file documents or store materials in a drawer or overhead bin throughout the day. Proper lifting techniques are required.</p> <p>Individuals are required to travel on a regular basis beyond their home office to prospective customer meeting locations as required.</p> <p>To maneuver around the office, individuals are required to walk on a level service, periodically and as necessary, throughout the day.</p>
<p><u>Work Environment:</u></p>	<p>The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job.</p>



	<p>Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>World Travel, Inc.'s offices are traditional corporate offices.</p> <p>For the most part, ambient room temperatures, lighting, and traditional office equipment are as found in a typical corporate office environment.</p>
<p><u>Working Conditions:</u> <u>Schedule:</u></p>	<ul style="list-style-type: none"> <li>• Full time, Monday-Friday, 40+ hours per week.</li> <li>• Anticipated schedule is 8:30 a.m. (ET) to 5:00 p.m. (ET); however, schedule is flexible as long as the majority of the work hours are during traditional business hours.</li> <li>• Team Member may be asked to report to a different World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason.</li> </ul>
	<p><b><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></b></p>

By signing in the area designated below, the undersigned approve and understand the content of this job description.

<p><u>Team Member</u></p>	<p>Signature:</p>
	<p>Date:</p>