TITLE: Business Relations/Sales Representative

PURPOSE: Obtains new Better Business Bureau (BBB) business accreditation applications in New Jersey service area, meeting or exceeding membership goals and standards.

REPORTS TO: Business Relations/Sales Manager

SUPERVISES: N/A

FUNCTIONS:

• Contacts businesses in New Jersey by telephone to offer membership accreditation with the BBB.
• Follows and adheres to BBB sales process while conveying BBB mission, benefits and importance of BBB accreditation to prospects.
• Collects payment from businesses via credit card or ACH (check by phone), when application is completed.
• Completes BBB Accredited Business application and follows SOP for processing each application for each business contacted that agrees to BBB accreditation.
• Updates company records in Blue system, along with call code with each call interaction by using BBB CRM.
• Represents the BBB and our mission by providing courteous and knowledgeable information in all interactions.
• Meets and exceeds weekly/monthly/quarterly/annual goals as set by Sales Manager.
• Adheres to all BBB and department office procedures and policies.
• Adheres to and will abide by the Code of Ethics for Accredited Business Development.
• Originates potential business leads for personal use in addition to BBB generated leads on an ongoing basis.
• Follows processes and procedures for accreditation retention.

OTHER DUTIES AND RESPONSIBILITIES:

• Attends all department meetings and development training opportunities.
• Participates in all/most BBB office functions
• Other duties as assigned by Sales Manager.
QUALIFICATIONS:

- 1+ years post-secondary degree in business related field preferred.
- 2+ years prior experience in a phone sales/call center environment required, outbound calling a plus.
- Demonstrated problem solving and judgment capabilities
- Excellent oral (including communication via phone) and written communication skills
- Exceptional customer service, interpersonal, organizational, and time management skills
- Ability to make quick decisions as needed
- Willingness to learn and adapt to new responsibilities as needed to better serve the BBB to attain organizational goals and objectives.
- Must be coachable and possess a willingness to learn new skills and responsibilities.
- Demonstrated ability to interact and connect with a wide type of business base.
- Previous data entry experience helpful, as well as proficient use of Microsoft Office, with demonstrated capability in Word, Excel and Outlook. Previous experience with a CRM helpful.
- Must take initiative, be self-motivated and an independent, accountable, able to multitask and a dependable performer.

Email cover letter and resume with salary requirements to info@newjersey.bbb.org

COMPENSATION

$525 WEEKLY SALARY
5 SALES MIN/WEEK
- 25% OF 5 SALES $
- 35% OF 7 SALES $
- 45% OF 9 SALES $
- 55% OF 10+ SALES $
- 10% 1ST YEAR RENEWALS