



**Job Title: Business “Sales” Development Manager; Winter Park, FL**

**Position # (J-4JY2MK)**

Grit Government Solutions is looking for a qualified Business Development “Sales” Manager for our customers in Winter Park, FL.

**Qualifications:**

- Bachelor’s degree in business administration, Marketing, or a related field
- Proven experience in business development, sales, and Call Center management
- Strong communication, negotiation, and interpersonal skills
- Knowledge of sales and marketing principles
- Proficiency in CRM software, call center technology, Microsoft Office suite and 5Nine preferred

**Responsibilities:**

- Identify and develop new business opportunities through networking, cold calling, and industry research
- Build and maintain strong relationships with potential and existing clients
- Collaborate with the sales and marketing teams to develop and implement effective strategies to drive sales and revenue
- Conduct market research to identify trends, competitor activities, and customer needs
- Prepare and present business proposals and sales contracts to potential clients
- Oversee the operations of the Call Center, ensuring efficiency and effectiveness in handling inbound and outbound calls
- Monitor and analyze Call Center performance metrics, such as call volume, response time, and customer satisfaction
- Develop and implement Call Center strategies to improve productivity, quality, and customer service
- Train, coach, and mentor Call Center staff to ensure high performance and professional development
- Participate in industry events and conferences to promote the company's products and services
- Meet and exceed sales targets, KPIs, and call center performance goals
- Planning and directing marketing or advertising campaigns
- Collaborating with sales departments and other teams to meet targets
- Hiring, training, and managing junior salespeople, market researchers, copywriters, and other employees
- Managing Contracts/Customers
- Develop and implement effective sales training programs for new hires and existing sales team members.
- Create training materials, including presentations, handouts, and online resources.
- Deliver engaging and interactive training sessions that are tailored to the needs of different sales roles and experience levels.
- Assess the effectiveness of training programs and make continuous improvements.
- Provide ongoing coaching and support to sales team members to help them achieve their targets.
- Collaborate with Leadership/Stakeholders to identify training needs and opportunities for skill development.