

Commercial Shipping Business Development Manager

A rapidly growing international market leader is seeking a top performer for their **Commercial Shipping Business Development Manager** role. This key position will report directly to the National After Sales Manager. This is an exciting opportunity to work for a stable, family oriented, business with a tremendous culture and team environment.

Duties and Responsibilities:

- Develop and implement business development strategies focused on Commercial Shipping (new and after sales) and plans to drive revenue growth and meet or exceed sales targets.
- Build and maintain strong relationships with existing clients to foster loyalty and identify upselling and cross-selling opportunities.
- Identify new business and grow customer base.
- Conduct regular customer needs assessments to identify pain points, anticipate future requirements, and propose tailored solutions.
- Collaborate with the sales and marketing teams to create effective Commercial Shipping programs, campaigns, and initiatives.
- Create detailed Opportunities for Quoting and Quote Commercial Shipping projects.
- Provide exceptional customer service by addressing and resolving customer complaints, concerns, and inquiries promptly and professionally.
- Conduct market research and analysis to identify emerging trends, customer preferences, and competitive strategies.
- Collaborate with internal teams, such as product development, operations, and finance, to ensure seamless delivery of services.
- Prepare and present regular reports on Commercial Shipping (new and after-sales) performance, customer feedback, and business development activities to management.
- Stay updated with industry trends, technological advancements, and best practices in Commercial Shipping to drive innovation and improve customer experience.
- Other duties as assigned.

Required Skills/Experience

- Bachelor's degree in a relevant field or related experience.
- Strong understanding of shipping sales strategies, customer relationship management, and sales processes.
- Excellent communication and interpersonal skills, with the ability to build rapport and negotiate effectively with clients.
- Strong analytical and problem-solving skills, with the ability to analyze market trends, customer data, and sales metrics.
- Self-motivated and results-oriented, with a track record of meeting or exceeding sales targets.
- Ability to work independently and collaboratively in a fast-paced, team-oriented environment.

- Proficiency in CRM software and other relevant sales and marketing tools.
- Flexibility to travel for client meetings, industry events, and conferences.

Benefits & Compensation:

- Salary commensurate with experience
- Full medical & dental benefits, paid vacation & holidays, 401K, plus performance bonus
- Growth opportunities are available