

## **Business Development Representative**

As a Business Development Rep at Coyote, you will focus on expanding Coyote's customer base by helping customers move their inventory in the most cost-effective way possible. You will create your individual portfolio of accounts through research and prospecting while becoming consultative in providing logistics solutions based on individual customer needs. This consultative style will provide the opportunity to navigate the small to medium-sized customers through sales cycles and develop account-specific growth strategies. Business is initially generated through inside sales. Accounts are maintained and grown through the Business Development Rep's daily communication and operations for their customers while upholding Coyote's No Excuses® commitment to service.

### **Daily Tasks & Responsibilities (include, but not limited to):**

- Successfully complete Coyote's development program and sales training programs
- Identify prospects utilizing our proprietary software, personal networking, checking labels, etc.
- Research leads to develop background for sales calls and identify decision maker(s).
- Cold call leads and try to breakthrough to decision maker(s) and follow up in a timely manner.
- Effectively provide cost quotes to the customer considering all variable factors.
- Update customer files in Coyote's CRM after each conversation.
- Identify needs and persuade customers to give Coyote an opportunity to service their freight.
- Maintain relationships and continue to develop existing customer accounts.
- Serve as resource to customers regarding Coyote service offerings, market trends, and industry standards.
- Meet the metrics specified by leadership including, but not limited to, call volume/time, updates logged, and meetings set.

### **Essential Skills, Characteristics, & Experience:**

- 1-3 years of selling and/or account management experience
- Entrepreneurial and competitive spirit, passion, self-motivation
- Strong negotiation skills – persuasiveness, aggressiveness, confidence
- Adaptability, multi-tasking ability, sense of urgency
- Effective and professional communication skills and strong customer service skills
- Persistence and resilience
- Organization and attention to detail
- Confident decision-making skills, problem solving ability, issue resolution skills
- Ability to build strong relationships and be a team player while working independently
- Ability to maintain composure in stressful situations
- Bachelor's degree desired