

Title: Business Development Representative

Reports to: Director of Sales

Coordinates with: Clients, Engineering, Project Management

Purpose and Scope: Business Development Representatives are proactive and passionate about representing the Crescent Digital products, services, and the clients they serve. They will act as a point of contact for our clients. They will build long-lasting, mutually beneficial relationships with their contacts, always striving to find the solutions which best fit the needs of our client. They also aid internal departments by collecting information such as sales leads or testimonials, performing site visits, writing statements of work (SOW), assisting in the processing and analysis of client data and complaints, and identifying industry trends.

To succeed in this position, candidates should have exceptional communication, computer, and problem-solving skills. You should be resourceful, analytical, adaptable, and organized with the ability to build rapport with clients.

Primary Responsibilities:

- Communicate with clients to understand their needs and explain product value.
- Build relationships with clients based on trust and respect
- Perform client site surveys
- Create statement of work for client projects.
- Develop and present client response proposals.
- Achieve revenue and gross profit goals.
- Collaborates with internal departments to facilitate client need fulfillment
- Keeps accurate records pertaining to product availability and account notes.
- Maintain updated knowledge of company products and services.
- Resolve complaints and prevent additional issues by improving processes.
- Identifying industry trends.
- Attend networking and industry events
- Act as a client advocate with a focus on improving the client experience.

Education & Skills:

- High School Diploma
- Excellent interpersonal & customer service skills
- General knowledge of Audio/Visual industry
- High proficiency in Microsoft Excel and Word
- Though not required, experience in D-Tools SI a plus

Crescent Digital is a leading-edge provider of digital integration services. From the start, we've aimed to be a distinct kind of firm, recognizing that genuine human connection fuels progress. We forge those vital connections for our clients through innovative technology solutions and services, and for our team, we cultivate a supportive environment where everyone can excel, enjoy their work, and feel valued each day.

Care · Path Finders · Highly Proficient · Passionate