

## **EULER HERMES AMERICAN CREDIT INDEMNITY JOB DESCRIPTION**

<b>Job Title</b>	Business Development Specialist
<b>Department</b>	Marketing/Sales
<b>Reports To</b>	Business Development Manager
<b>Location</b>	Owings Mills, MD

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### **WHO WE ARE**

Euler Hermes ACI is an international organization and North America's largest provider of credit insurance and receivables management solutions. The company insures more than \$125 Billion in US Trade Transactions annually. We have been in business for more than 110 years and are rated A+ by AM Best. Our parent company, Euler Hermes, has a presence in over 45 countries and coverage in approximately 200 markets.

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### **MAIN PURPOSE**

The Business Development Specialists are an integral part of the company's marketing team and are a major contributor to the overall lead generation activities, in support of the company's growing direct sales force. Their primary responsibilities include:

- Generating a consistent flow of quality appointments for the sales force via telephone while managing the even distribution of 5 sales regions, and 80 sales agents in the continental US.
  - Effectively communicating prospect's credit insurance needs to the sales force through interview skills and accurately communicating those needs to the sales force.
  - Support other Marketing projects/activities as needed.
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### **PRINCIPAL ACCOUNTABILITIES**

- Generation of high quality appointments by using tactical objection/resolution skills.
- To ensure productivity goals are met on a monthly basis.
- Accurately reporting activities to management and placing strategic information within company database.
- Pro-actively monitor/follow up with sales agents to attain productivity reports.

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## **QUALIFICATIONS**

- BS, Preferably in Business or a similar discipline
  - Highly motivated and goal oriented
  - Strong verbal and written communication skills
  - Proficiency with MS Office applications
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## **COMPETENCIES**

### **Interpersonal Savvy**

Relates well to all kinds of people inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

### **Time Management**

Prioritizes tasks, projects and responsibilities in order to consistently meet deadlines and established time frames according to internal needs and service standards.

### **Problem Solving**

Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and does not stop at the first answer.

### **Customer Focus**

Demonstrates a high degree of courtesy, efficiency and professionalism when communicating with colleagues, internal and external customers. Tailors communication to ensure a clear understanding of project updates and modifications.