

DEPARTMENT:	Business Development
LOCATION:	Colombia Office
JOB TYPE:	Office Based/ Site Visits
JOB TITLE:	Manager - Business Development (Colombia)
DIRECTLY REPORTS TO:	Vice President – Customer Experience
POSITION (S) REPORTING INTO THIS ROLE:	Administrative Support, Manager – Operations & Customer Experience & Operations Support
DEPARTMENT LEAD:	Vice President - Customer Experience
OVERSEEING ELT MEMBER:	Vice President – Customer Experience

JOB PURPOSE:

The Manager - Business Development (Colombia) must be process oriented, have the ability to successfully grow the business through high margin volume contracts and seeing new business projects to completion. The successful candidate is responsible for developing and executing sales and customer retention strategies to drive growth and financial results while ensuring customer satisfaction. This position is focused on growing business lines, upselling, product innovation and executing long-term contracts with customers.

The Manager - Business Development (Colombia) is also required to collaborate with the Business Development Team Lead, the Stakeholder Relations Director, the Country Managers, and senior management of Ramps Logistics Limited across departments to ensure the right conditions and systems are maintained for Business Development Regionally. The role requires keen attention to regional and local market insights to support the growth of the Company and create long-term value from members, partners, markets, and relationships.

KEY DUTIES AND RESPONSIBILITIES:

NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.	Approx. % of time annually
1. Develop and clearly report on the sales pipeline for Colombia separated by energy and commercial segments	15%
2. Successfully accomplish the revenue targets for these countries and report on the progress of same monthly	10%
3. Successfully manage the Profit & Loss for Colombia customers – Annual Gross Profit target must be greater than 20% of overall revenue	10%
4. Minimum of fifteen (15) project plans quarterly for massive cross border customers or projects	10%
5. Attend a minimum of twenty (20) meetings per month with New Customers/Prospects	10%
6. Ensure customers are invoiced efficiently and work with the Manager – Operations & Customer Experience to drive collections and ensure Ramps Logistics is paid within credit terms	10%
7. Management of the Client Relations Module and all Business Development Executives (BDE) in alignment with the KPI for meetings, quotations, proposals and conversions	10%

LAST REVISED	February 15, 2024
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8. Champion conference preparations with the Team Lead - Sales and Communications to ensure we are clear on the investment and all attendees are scheduled and execute to deliver the goals set out.	10%
9. Responsible for all customer follow up to be properly tracked and entered on the Customer Module by the candidate and all BDE's.	5%
10. Utilize active hands-on market knowledge to assist Pricing/Procurement and Contracts and Proposals to prepare winning bids. (Knowledge of target rates, market conditions and customer needs.)	5%
11. Generate ideas about future commercial and retail activities to ensure an innovative strategy; maintain up to date knowledge of the marketplace, competitors, and trends.	5%

QUALIFICATIONS AND EXPERIENCE:

- Degree in Management or related field
- A minimum of three (3) years relevant Sales experience.
- Additional experience as a leader – locally and / or regionally will be an asset
- Experience in managing remote sales teams
- Understanding of the commercial and energy markets across the Caribbean

SUPERVISORY DUTIES:

- Will be required to supervise Business Development Executives from Colombia and other junior positions within the Colombia office.

HSSEQ RESPONSIBILITIES:

- Maintain standards of safety and comply with Company's Health, Safety & Environment Management System requirements.
- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined, and corrective action taken.
- Tag and Report all defective tools or equipment immediately.
- All staff are to adhere to the guidelines stated in the Policy Manual.

KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:

1. Process Oriented – 30%



2. Inspire and Lead People – 30%
3. Aggressive – 20%
4. Good Listener – 10%
5. Ability to sell - 10%

WORKING CONDITIONS

- Regular face to face meetings with customers weekly
- Must attend virtual or in-person conferences, workshops, meetings, etc.
- Will be required to be on site visits from time to time (shore base, ports, vessels, etc).
- Foreign travel is necessary.

I hereby confirm I have read and accept the duties and responsibilities outlined within.

EMPLOYEE SIGNATURE:

EMPLOYEE NAME (PRINT):

DATE: