

DEPARTMENT:	Business Development
LOCATION:	Suriname
JOB TYPE:	Office Based/ Client Visits
JOB TITLE:	Manager - Business Development
DIRECTLY REPORTS TO:	Vice President – Customer Experience
DEPARTMENT LEAD:	Vice President – Customer Experience

JOB PURPOSE: The Manager - Business Development interacts with all areas of the company. Main responsibility is to contact customers and achieve positive results with business opportunities. 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. Must master the product or service offered by our company and be able to describe its characteristics and details to customers, as well as to the work team.

KEY DUTIES AND RESPONSIBILITIES:

NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.	Approx. % of time annually
1. Know all services offered by RAMPS Logistics + El Dorado Offshore (EDO) and use the knowledge to advise current and potential customers on the products/services offered and vendors. (Calls received and follow up)	10%
2. Use own knowledge on products/services (RAMPS + EDO) to answer or resolve customers questions/inquiries.	5%
3. Ensure all customers inquiries/concerns are addressed on time (RAMPS + EDO), following up each opportunity properly.	5%
4. To receive Requests for Proposal (RFP), Requests for Information (RFI), Tenders (Ramps + EDO) from our customers. Making the respective Request to our Procurement and Pricing areas based in HQ.	15%
5. Oversee all client contracts with special attention to expiration dates, clauses and expectations.	5%
6. Contact minimum ten (10) customers per Day. (RAMPS + EDO).	10%
7. Successfully manage the profit and loss for Suriname customers, ensure customers are invoiced efficiently, drive collections, and ensure Ramps Logistics is paid within credit terms.	5%
8. 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.)	10%
9. Develop and report on the sales pipeline for Suriname, separated by energy and commercial segments.	5%

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10. Work with the team and ensure that all negotiations, contracts, and documentation are current.	5%
11. Commercial proposals elaboration, Pricing and Procurement	5%
12. To meet the monthly targets set for the office	10%
13. Identify and collect customer emergencies before they become critical issues.	5%
14. Help highlight non-conformities and ensure that all NCs are acted upon and closed.	5%
Any other duties as may be required	
<i>Total:</i>	<i>100%</i>

Include the meanings of all acronyms used in the Job Duties above e.g., KPI is Key Performance Indicators.

QUALIFICATIONS AND EXPERIENCE:

- International Commercial Terms (Incoterms) manage is necessary.
- Analytical and problem-solving skills
- Sales skills
- Decision making skills
- Excellent verbal and listening communications skills
- Computer skills
- Excellent organizational skills
- High level of professionalism and integrity
- Ability to operate under pressure, achieve goals and meet deadlines
- Bilingual (Spanish – English)

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:

- **Enjoyable to work with** - especially with direct team members.



- **Highly reliable** - your supervisor and co-workers must have confidence that when assigned a task, you will get it done in a timely manner with a high quality of work.
- **Management of time and tasks** – can work on multiple tasks, meet KPIs, reorganize and work on high priority tasks, handover tasks when going on leave.
- **Technical Analysis of requests** - quickly process and understand requests, identify where external assistance is needed, document concisely and clearly what is required, plan how to respond.
- **Problem solving** - suggest recommended actions rather than just ask for help, produce innovative ideas, pre-emptively identify issues with existing procedures and implement solutions.
- **Quality Assurance** – Quickly picks up technical errors, typos, issues with sentence construction, gaps in logic, incorrect or missing pricing, whilst reviewing requests, quotes and technical proposals
- **Teamwork and Emotional Intelligence** - work well with others in the department, work well with other departments, build mutual trust and respect, develop strong professional relationships with others in the company, display emotional intelligence when dealing with others.
- **MS Office** - Intermediate to Advance in the use of MS Word, Excel, PowerPoint, Teams.

WORKING CONDITIONS

- Physical demand
- Regular face to face meetings with customers and partners weekly
- May attend virtual or in-person conferences, workshops, meetings, etc.

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

EMPLOYEE SIGNATURE:

EMPLOYEE NAME (PRINT):

DATE: