

Job Description – Manager, Direct Sales

Employer: CBS Creative Business Solutions

Location: Tirana

Status: Full Time

General Scope of the Position

The Manager, Direct Sales (MDS) is responsible for establishing and leading CBS' external sales channel comprised of External Referral Agents (ERAs) and Direct Sales Agents (DSAs). The MDS recruits, trains and manages CBS' external sales force ensuring successful achievement of business development targets. Manager, Direct Sales is responsible for the development of efficient plans to acquire new customers or clients through direct sales techniques, cold calling, and business-to-business marketing visits. The primary focus of this position is to generate new sales, drive activities resulting in market/channel penetration and increase revenue and visibility of CBS products. Manager, Direct Sales will work cross-functionally with managers of respective departments throughout the organization to enable sales improvements that affect multiple areas of the business. They must use all their know-how, analytical mind in order to identify trends and work to obtain/succeed performance gaps. The Manager, Direct Sales reports to the Director, Consulting Services.

Duties & Responsibilities

- Formulates sales strategies and plans to win new clients through methods such as cold-calling, visits to businesses, emails and other direct marketing campaigns;
- Recruits ERAs and DSAs and provide sales and product knowledge training;
- Contributes to setting remuneration guidelines for ERAs & DSAs;
- Establishes and maintains close relationships with all referral sources: businesses and individuals;
- Assists ERAs and DSAs in developing and maintaining a "LEAD" list of potential clients
- Assigns salespeople to territories and establish sales goals;
- Coaches and mentors his direct reports;
- Sets sales and sales activity targets and track results diligently;
- Holds regular sales meeting and conference calls with the external sales force;
- Analyzes sales statistics, such as volume, gross revenues, sales expenses and demographics of purchasers;
- Evaluates performance of sales staff and recommend or instruct on methods of improvement;
- From time to time provides logistic or sales support to CBS Branches;
- Refers clients to Consultancy Business Units;
- Provides strong leadership and support through collaboration and teamwork activities on behalf of CBS initiatives.

Skills & Qualifications

- Bachelor degree with at least 5 years of experience in a sales function. Leadership experience would be preferable;
- Customer centric;
- Strong leadership skills. Displays will to win and passion in achieving objectives;
- Disciplined and organized. Excellence in multi-tasking, planning and client/business development skills with the ability to meet deadlines and achieve performance indicators;
- Ability to coach staff, manage, and develop high-performance teams, set and achieve operational objectives;
- Unwavering commitment to teamwork, high business standards, quality programs and data-driven program evaluation;
- Strong verbal and written communication/negotiation skills; a persuasive communicator with excellent interpersonal and multidisciplinary project skill;
- Resilience in the face of pressure.

About CBS

CBS Creative Business Solutions is a leading business consulting and project implementation firm in Albania. It delivers consulting services and implements development projects in Albania with a spillover effect in the Western Balkans. CBS has established expertise in SME Access to Finance, Financial Consulting, Agriculture Development, Bank Products, Tourism, Business Intelligence Technology and Digital Market Innovation. In the last 6 years, CBS has implemented 22 development projects at a combined \$7.8 million contractual budget and provided technical assistance to a network of 570 SME clients. CBS employs 40 professionals in its headquarters in Tirana and three local branches in Fier, Korça and Peshkopi.

How to Apply:

Interested applicants should submit a brief cover letter and a current resume before **August 31st, 2020** at info@cbs.al and include "Manager, Direct Sales" in the subject line.