

CT Section AWWA Classified : Business Development Representative

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Position: Business Development Representative-Cooper New England Sales

The Business Development Representative (BDR) is responsible for interacting with customers or specifiers to provide information regarding quotations, RFQs, or inquiries about products or services and to occasionally handle and resolve complaints. The BDR handles general questions and may also specialize in a particular area (specified product lines). Also, the BDR will work as a team with inside and outside salespeople and have regular interaction with customers and specifiers from all sales territories. The BDR communicates with customers or specifiers through a variety of means—by telephone; by e-mail, fax, or regular mail correspondence, or in some rare instances in person.

Main Responsibilities Include:

Serve as a direct point of contact for our customers and specifiers regarding quotations.

Responsible for both generating outbound quotes and ensuring that our company's customers and specifiers receive an excellent level of service or help with their RFQs, questions, and concerns.

Generate quotes based on leads you mine from various third-party sources and transmit these quotes out to our salespeople, customers, and/or specifiers.

Respond to inquiries and RFQs

Customer service and troubleshooting

Help people decide what types of products or services would best suit their needs, and aid customers in completing purchases or transactions.

Make changes or updates to a customer's profile or account information according to guidelines established by the company.

Maintain transactions and update and databases of information, including recording all contact into CRM.

Qualifications

Product/applications experience preferred

Wholesale distribution or contractor experience preferred

Customer Service/ Inside Sales experience or at least two years in similar position preferred

Excellent listening and communication skills

Basic to intermediate computer knowledge

Excellent interpersonal skills

Demonstrated problem solving skills

Ability to deal patiently and professionally with problems and complaints and to remain courteous when faced with difficult or frustrated people is critical

Ability to work independently within specified time constraints

High school diploma/GED required (Associate's degree preferred)

Basic computer, reading, writing, and arithmetic skills required

About Cooper New England Sales:

Headquartered in Bethany, CT, Cooper New England Sales represents the finest manufacturers of products serving the underground utility, plumbing and heating, construction, and remodeling markets for the six-state region. We represent a diverse mix of products, which makes us the ideal source for any and all project needs. Through an emphasis on customer service, education, and professionalism, we have a proven track record of sustained sales growth.

The above statements are intended to describe the general nature of the responsibilities assigned to this position. These statements are not intended to be an exhaustive list of all responsibilities, duties and skills relative to this position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Equal Opportunity Employer.

Please send resume and cover letter to: careers@c-nes.com.