

## Business Development and Account Manager (B2B - International)

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Company: PT Sukses Mandiri Utama

Location: Bekasi

Category: other-general

Established in 1998, PT. Sukses Mandiri Utama is experienced and committed to recruit and protect the Indonesian Workers. PT. Sukses Mandiri Utama has been supplying the manpower internationally for example to Malaysia, Brunei Darussalam, Singapore, Hongkong, Taiwan, etc. PT. Sukses Mandiri Utama also has an accredited training centre equipped by adequate facilities for formal (skilled) and informal (semi skilled), the training centre is supported by a Job Training Institute that teach manpower in English, Japanese, Mandarin and Cantonese, European language, and also the training centre has a Professional Certificate Institute to certify the manpower according to their work competency. We are delighted to have a mutual collaboration with manpower agencies and companies overseas, to our clients that search for a trusted manpower supplier. The success of the Indonesian Migrant Workers is our happiness.

### The Role

Your responsibilities will include:

Promote and educate the market about PT SMU services and provide value to build brand awareness and create visibility of the firm.

Represent PT SMU across the region, proactively conduct market research, identify the key business decision makers, find and generate qualified opportunities (potential markets, leads, clients) through various efforts; cold calling, cold emailing, networking events, referrals, and online platforms.

Develop an extensive network of contacts and maintain a pipeline of potential clients,

manage and update the CRM system with the relevant information, this includes all account interactions from LinkedIn, messages, calls, and emails.

Actively manage sales opportunities by handling prospects and winning the deals through online and face-to-face meetings and presentations to showcase our recruitment and staffing solutions and value proposition, and constant follow-ups to ensure deals closing to generate revenue and to achieve the sales targets and KPIs to contribute to the team's growth.

Convert the leads and establish new and strong business relationships with key decision-makers in the EMEA, APAC, LATAM, and NA markets.

Conduct negotiations to achieve mutually beneficial agreements and to ensure mutual growth of partnerships.

Collaborate with senior management on sales strategy planning and forecasting any business strategy regarding strategically complementary verticals.

Work closely with key internal stakeholders to structure, gain approvals for and execute partnerships.

Collaborate with the team to develop and maintain accurate records of tailored presentations, proposals, quotations, and contracts that align with prospect account requirements, and complete onboarding and legal documents.

Update the senior management throughout the process.

Stay up-to-date with industry trends, market dynamics, competitor activities and strategies to differentiate our offerings, strategies, unique positioning, and selling points of PT SMU, and share the knowledge internally.

Define and develop go-to-market strategies, to generate high-quality inbound leads through marketing.

Maintain accurate and up-to-date sales records, activity reports, and opportunity tracking in the CRM system. Provide regular sales forecasts, performance analysis, and insights to the management team.

Develop and implement customer development strategies that support the company's growth and profitability objectives in international markets to drive business into new and existing markets.

Any additional responsibility as and when required by the company.

Build and nurture strong customer-relationship, including developing trusted relationships with key decision makers within the target accounts, by providing exceptional customer service, understanding their business needs, challenges, and objectives, and offering insights and solutions to address their staffing needs to ensure the level of satisfaction and retention by ensuring the client's expectations are met effectively.

Increase the business value of existing clients, maintain long and successful relationships with existing accounts as well as generate new relationships as a business partner to improve customer experience and to maintain a high level of sales achievement by looking after commercial communications with clients, upsell or cross-sell between the clients, and identify areas in which we can maximize the potential revenue per client.

Conduct research to learn more about the client and the industry in which they operate, have a good understanding of PT SMU services, and gain insights into the client's most urgent business problems or business opportunities while linking how our solutions and services offerings can add client business value.

Liaise and maintain effective communication with clients and partners on existing and forthcoming projects, including the planning and development of plans to complete those projects within the client time scales and to the quality levels expected.

Constantly engage existing clients by keeping them updated on the company's services. Focus on client needs by developing and implementing short-term and long-term objectives, strategies, and initiatives in line with client and company goals and benefits.

Provide suggestions or additional services to increase the number of transactions or average value of sales for each account.

Maintain the firm quality standards and perform SOP, work closely with other teams

to achieve the shared goal of growth and accountability for individual targets, and travel to meet with clients.

Create and manage sales plans and its execution as well as carry out all related account management activities to ensure new customer acquisition and account retention to achieve sales targets.

Day-to-day client and account operational management with a solution-oriented approach to every challenge and work stream. Engage in complex deals, negotiation, and decision-making processes to close the deals.

Continuously collect client feedback and provide feedback to the internal team regularly. Provide regular updates, respond to inquiries, and address any client concerns promptly. Manage and collaborate with internal teams as well as at the global level to ensure customer satisfaction. Keep senior management fully informed of account activity and development including client concerns.

Stay up-to-date on competitor activities, and international manpower supply development and market trends to inform business strategies and maintain a competitive edge.

Manage sales achievement tracking as well as prepare periodic reporting of sales achievement to top management.

### **Ideal Profile**

Clear Police Clearance Certificate (SKCK) - must be up to date.

Being fluent in any other international language is highly preferable to effectively liaise with the stakeholders of the region.

Familiar and experienced in the recruitment and staffing industry.

Experienced in business development, B2B sales, and account management (ideally in the recruitment and staffing background or agency environment).

Ability to work within business hours of agreed target market countries (EMEA, APAC, LATAM, NA).

Ability to work within UK business hours (occasionally) and to work on Saturday.

Exceptional writing, speaking, reading, and listening skills in English and Bahasa Indonesia (and any other international language additionally) independently without the need of supervision, proofreading, or revisions.

Have experience in working with sensitive and confidential information.

Have experience with CRM software, and excellent computer skills (MS Office Suite including Word, Excel, PowerPoint, Outlook).

Customer-focused and results-oriented mindset with a passion for driving business success and delivering exceptional customer service.

Self-starter, able to work to develop new and existing client engagements through the entire sales cycle.

Self-motivated, proactive, able to thrive working in a fast-paced, dynamic environment, target-orientated environment, whilst being able to handle objections and rejection and having the tenacity to bounce back.

Demonstrate track record of achieving and exceeding sales targets and driving revenue growth.

Strategic thinker with the ability to develop and execute effective sales strategies.

Excellent communication, influencing and negotiating skills, and interpersonal skills, with the ability to build rapport and establish trust and credibility with clients.

Have an entrepreneurial spirit with a can-do attitude, who understands the potential and is comfortable with the relatively high level of initial risk.

Ability to set goals and develop the game plan(s).

Ability for occasional international travel and confidence in face-to-face networking.

Have a positive and determined approach to researching and analyzing new business opportunities, and marshaling the resources to pursue and close the deals.

Ability to ask the right questions and tell great stories and have empathy with the

client's challenges.

Great problem-solving skills, exceptional analytical and conceptual-thinking skills, and ability to bring fresh ideas and thinking to the table and to understand the sales performance metrics and operational KPIs.

Experienced in managing the entire sales process, contracting process, and legal implications of a deal

### What's on Offer?

Opening within an international manpower supply firm with a solid track record of success

Opportunities for career growth & development

A role that offers a breadth of learning opportunities

Competitive base salary with additional benefits

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