

## JOB DESCRIPTION

<b>Title:</b>	<b>Business Development Associate</b>
<b>Department:</b>	Business Development
<b>Reports to:</b>	Sr. Director, Business Development
<b>Status:</b>	Full-time, Regular, Permanent
<b>Location:</b>	Delta, BC

### **Summary:**

The primary role of the Business Development Associate is to act as key point of contact between customers and the organization in the management of all business and technical activities surrounding new and existing business. This includes close interaction with the development team of the customer organization and managing the internal stakeholders from project initiation to commercial approval through the execution of project management tools/skill set. The Business Development Associate supports management with sales forecasting, project management, marketing and sales, and customer relationship management as required. Key attributes for the role include a positive attitude, service-oriented, strong organizational and quantitative skills, and ability to manage complex, multiple, changing priorities. The candidate must be a self-starter and be able to work autonomously. The ideal candidate is someone who enjoys “owning” the work and or process, is proactive in ensuring the process runs smoothly, and applies direct experience to make the necessary optimizations/improvements. He or she also has an attitude of “can do”, and conducts him/herself in a professional manner at all times with customers and colleagues, is self-aware, emotionally intelligent and is open to feedback and continuous learning. Work hours may vary in order to best support customers in different time zones. This role offers the opportunity to grow into a dedicated sales position.

### **Primary responsibilities (others may be assigned as needed):**

#### **Key customer contact**

- Acts as key point of contact between customers and the organization in the management of all business and technical activities surrounding new and existing business.
- Leads the management and resolution of business and technical issues related to the account.
- Responsible for initiation of Sales Orders, and ensures Sales Orders are fulfilled in an effective and efficient manner.
- Communicates status of orders with customers.
- Actively promotes sales and maintains customer relationship. Expected to negotiate directly with customers upon successful onboarding and familiarity with the business.

#### **Sales & marketing**

- Promotes the products and services of the company to new and existing base.
- Responds to customer enquiries within 24 hours; identifies appropriate department to respond to customer queries and follows up accordingly.
- Prepares and provides quotations and / or proposals to customers for API and reference standards. Follows up with customers to track the status of quotations.

- Participates in Sales Forecast and customer reviews, and any corporate planning and review meetings as required.
- Manages POs received from customers, and initiates order fulfillment process by entering Sales Orders into Syspro.
- Manages the Sales Order Fulfillment process.
- Manages key API customer accounts from prospect through commercial launch.
- Streamlines and manages the timely flow of information/documentation between customer development team and Phyton project team.
- Works closely with Business Development management and Phyton Regulatory team to streamline regulatory submissions and updates to minimize impact to customers.
- Resolves problems and issues in a timely fashion- works with other departments as required.
- Obtains, tracks, and manages forecasts through effective understanding and use of our Salesforce application.
- Expected to be administrator of Salesforce application: optimizes Salesforce capabilities in order to a) maintain forecasts/plans b) broaden our reach to customers c) track progress of all accounts and opportunities d) determine course of action to progress prospects to opportunities e) maintains and updates Salesforce database f) creates and maintains Salesforce reports and templates.
- Prepares / maintains and provides monthly sales report to BD Group as needed.
- Expands Phyton presence through effective use of social media applications (LinkedIn, Facebook, Twitter etc).
- Responsible for trade show (CPHI Worldwide) - planning and coordination of the event including booth and respective marketing materials, and may be expected to attend trade show to gain sales experience.
- Attends meetings with customers as required in order to advance business.
- Creates and coordinates email campaigns in an effort to reach new customers either through use of corporate website, Salesforce, other social media applications.
- Conduct market research under the guidance of the BD team.
- Self-develops to be able to move into positions of greater responsibility within 2-3 years as opportunities occur.

**Required experience, skills, & abilities:**

- 3 to 5 years Biotech/pharma industry experience preferred in project or account management, ERP; sales and marketing, a plus.
- Bachelor's degree in Business Management or Science preferred
- Exceptional project management and organizational skills.
- Experience in managing complex orders or projects in a multi-functional environment.
- Strong customer service attitudes; communicates in a proactive and positive manner with customers and internal stakeholders.
- Works independently and produces high quality work; detail oriented.
- Excellent verbal and written communication skills.
- Strong interpersonal skills; can work collaboratively with various personalities and groups.
- Instills a positive team culture.
- Strong cultural sensitivity when working with global partners/customers.
- Strong quantitative skills and expertise in Salesforce and MS platforms (Word, Excel, PP, etc.).
- International travel may be required for attendance of customer meetings and trade events.

**Competencies required to thrive at Phyton Biotech**

- Job/technical knowledge
- Organization/planning/priority management
- Communication & influence on others
- Self-awareness/feedback
- Teamwork/relationships/customer focus
- Initiative & drive
- Strategic view
- Embodying Phyton core values

**Application instructions**

Please apply with a resume and cover letter to Claire Moore, Human Resource Coordinator, [Claire.Moore@phytonbiotech.com](mailto:Claire.Moore@phytonbiotech.com).