



Business Development Director, Meeting and Incentive Programs

Job Title: **Business Development Director, Meeting and Incentive Programs**

Department/Location: Fox Meetings and Incentives (FMI) Remote/Work-at-Home/FOX HQ Reports To: VP Meetings and Incentives

Summary

The Business Development Director, Meeting and Incentive Programs is responsible for the achievement of new meeting, event, and incentive sales goals and the growth of Fox Meeting and Incentive (FMI) revenues through direct selling of new business.

Essential Duties and Responsibilities

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

- Develop consultative relationships with potential new client decision makers and executives while educating them on the FMI value proposition.
- Establish and implement an effective sales process including pursuing, cultivating and following up on sales leads, making necessary sales calls, developing and executing compelling sales presentations and proposals that lead to the successful closing of contracts.
- Manage the proposal and contracting process, ensuring high-quality results and delivery of final documents according to required specifications and deadlines.
- Negotiate terms and conditions of FMI service agreements ensuring expectations are met or exceeded for annual assigned revenue targets.
- Work closely with FMI sourcing team to develop sourcing and contracting strategies and process efficiencies to maintain or improve client satisfaction and program results.
- Keep abreast of technical and non-technical services offered by Fox while maintaining awareness and proficiency on client facing technology.
- Utilize CRM/Cvent to record and manage all sales leads and activity; maintain and update pipeline report of potential clients/contacts with appropriate information. Prepare regular reports including client contacts established and results of sales activities.
- Maintain regular, consistent involvement with program management and group air operations on all aspects of client programs to ensure quality of final product. Coordinate site inspections and preparation of site inspection materials for clients.
- Be knowledgeable of competitor information, industry changes, leading-edge strategic sourcing processes, best practices, new suppliers, services and venues. Be proactive with ideas and provide creative solutions for new trends.
- Participate in and contribute to corporate travel sales and account management collaborations, meetings, and planning.
- Maintain a favorable and collaborative working relationship with team members in all departments to foster an environment of trust and mutual respect.
- Enhance the organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Update knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks.



- Drive standards and best practices whenever possible and effectively foster a culture of engagement.
- Recommend new approaches, policies, and procedures to effect continual improvements in efficiency of operations and services performed.
- Other duties, projects and alternate assignments as determined by business need.

Knowledge, Skills, Abilities & Competencies

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge, Skills and/or Abilities

- Bachelor's Degree in business, sales, marketing, or related field preferred.
- Minimum of five years' experience B2B selling, ideally group travel, event and/or meeting service(s).
- Knowledge of the meeting and incentive travel industry; prior industry experience strongly preferred.
- Strong creative, strategic, analytical, organizational and personal sales skills.
- Initiate and build positive relationships with all levels both internally and externally.
- Successful track record for interacting with multi-level relationships within accounts.
- Communicate with confidence and create a credible impression to clients, both written and verbal (one-on-one, small groups, and to large audiences).
- Deliver clear, compelling presentations to all levels within an organization with effective facilitation of group interaction.
- Strong understanding of meeting and incentive procurement, technology, and group travel operations.
- Thorough understanding of purchasing technologies, negotiation and contracting processes and practices.
- Effective time-management skills and ability to work in a deadline-driven environment; ability to handle multiple tasks simultaneously and establish work priorities.
- Advanced working knowledge and proficiency in Microsoft Office Applications, along with established technical aptitude.
- Self-motivated; demonstrate initiative with a strong commitment to personal goals, objectives and work ethic.
- Destination knowledge and experience as it applies to group travel.
- Ability to work flexible hours to meet the needs of the client.
- Willingness and ability to travel to client locations throughout the United States; frequent overnight travel is required.

Key Competencies

- Strategic selling, negotiation and relationship management skills
- Personal Effectiveness/Credibility, results-oriented
- Organizational, planning and research skills
- Customer-focused and service-oriented
- Communication proficiency – verbal and written; appropriate use of grammar
- Highly adaptive, change management skills
- Sound judgment and decision-making ability
- Attention to detail and accuracy
- Flexibility; ability to work efficiently and effectively with frequent interruptions



Physical Demands

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. *Note:* The phrases "occasionally," "regularly," and "frequently" correspond to the following definitions: "Occasionally" means up to 1/3 of working time, "regularly" means between 1/3 and 2/3 of working time, and "frequently" means 2/3 and more working time.

While performing the duties and responsibilities of this position, the associate is regularly required to stand, walk, sit, climb, reach above shoulders, and move from place to place. The incumbent is frequently required to talk and listen and use hands to finger manipulate or handle. Specific vision requirements for this position include close vision and the ability to adjust focus.

The incumbent will occasionally be required to lift up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regular attendance is necessary to successfully perform this job; extended hours may be necessary from time to time. The incumbent works in an office environment where the noise level is low to moderate. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Frequent business travel, overnight stays are required. Travel = up to 40% of time.

If you feel you have the qualifications for this position, please email your cover letter and resume to 11HumanResources@foxworldtravel.com