

Sales Development Representative Manager

(Commission plus base! Customs Brokerage & Forwarding)

Can you REALLY get me to read & respond to your emails? Seriously.

Did you crack the cadence code that stops ticking people off and truly offers them a solution to their problem?

Have you mastered “buckets” enough to warm up a cold outbound channel with your various avatars?

Know anything about the supply chain jigsaw puzzle that is global logistics (importing/exporting)? Want to? (Promise you can't learn this overnight on YouTube).

Don't believe that a 107-year-old woman-owned company can be progressive, pay well, AND empower you make BIG commission?

Come find out...SDRM.

In a world facing new challenges, a nimble but steady ship is more important than ever ... to give you the balance needed to be creative, set appointments, and position Shapiro (and our reps) in front of importers/exporters so that you can make money! Commission plus base! Is there a seat on our boat for you?

For candidates outside of the immediate Maryland area, we may designate you as a telecommuter for FL, VA, NJ, PA, NY, SC, NC, or GA. MD residents: Our headquarters is in Baltimore (Locust Point) and hybrid work will eventually be open to you if you choose to come into the office. There will be required training in the office to begin your career with occasional visits for meetings (not road warrior level at all).

B2B sales: Our clients are importers and exporters, so it's business to business. Excellent people. Quirky. Creative. And DRIVEN. We have systems and tools in place.

Our **Sales Development Rep Manager** role provides the perfect blend of responsibility, support, teamwork, individuality, & risk/reward to launch from the most solid foundation possible. Like to kick open doors and close clients?

The SDM's primary responsibility is the management of the company's business development, lead generation, and **door-cracking** efforts. Also responsible for the overall management of the business development operations of the company, including corporate commercial campaigns, initiatives & promotions, and PR responsibilities.

Shapiro stands strong at 107-years old, but we're not your grandpa's shipping company. We have a track record of transparency, developing employees, remaining dynamic, and investing in our work technology.

Headquarters: Baltimore, MD 21230 (Locust Point / McHenry Row)

Typical duties include:

- Use of well-developed CRM + Google Analytics + cadence assistance (Sales Loft, Engage) to enhance an already successful intersection of departments seeking to improve inbound and outbound channels in different ways.
- Familiarity with the strategy behind content gifts, spray & pray, and various methods of niching down for each bucket.
- Manager and operate within strategic sales campaigns that drive new business and increase profits from existing accounts.
- Utilizes trade data subscriptions and other creative market research methods to proactively identify and qualify sales leads that feed marketing campaigns.
- Manages and collaborates with a team of analysts in their door-cracking and lead generation efforts, while also reporting regular metrics to VP, Strategy.
- Competitive intelligence in industry.
- Creatively introduces the company to qualified prospects, and mentors the SD team to follow your techniques.
- Implements strategies with the goal of increasing the close ratio and revenue.
- Serves as bridge between Sales, SD, and Marketing.
- Monitors and maintains CRM/SD software dashboards, ensuring accuracy and prepares reports for VP Strategy.
- Trains and onboards new Sales Development hires.
- Monitors to assure creation and maintenance of website content pertaining to sales and marketing campaigns and seminars.
- Assists in the formation and administration of strategic commercial campaigns that drive new business and increase profits from existing accounts.
- Utilizes trade data subscriptions and other creative market research methods to proactively identify and qualify sales leads that feed marketing campaigns.
- Assists with social media efforts, under the guidance of the Marketing Analyst and Marketing Manager.
- Maintains vendor log and analyzes vendor performance to ensure expectations and finished products are met or exceeded.

EDUCATION AND EXPERIENCE

- Educational background: Bachelor's degree or equivalent combination of educational + work experience, with a focus in Marketing preferred or Supply Chain Logistics/International Business foundation.
- Seeking 2-3 years of marketing/business development experience preferred and/or comparable internship experience.
- 2-3 years of supply chain-type experience also preferred.
- 1 year of supervisory experienced preferred.

SKILLS

- Proficient in Microsoft Windows, Microsoft Office products and Adobe products.
- Proficiency of interactive social media platforms.
- General knowledge of domestic and international air/ocean transportation and/or the importer/exporter base.
- Strong knowledge of domestic and international geography.
- Ability to work independently, with remote supervisory support, if needed.
- Ability to consistently meet deadlines and maintain steady performance and enthusiasm in a dynamic, time-sensitive work environment.
- Must be Internet savvy.
- Excellent verbal and written skills; candidate must be an effective communicator. Continual attention to detail in composing and proofing materials.
- Professional behavior. Must pass background check.
- Willingness to travel, as needed. Willingness to work overtime as needed.

Shapiro is a third-generation family-owned international shipping and logistics business, founded in 1915. For over a century, Samuel Shapiro & Company has provided full door-to-door capabilities and proudly serves as a one-stop-shop for Customs brokerage and international freight forwarding services. It's simple – We Deliver. Problem Solved.

CONTACT US!

Please send all resumes via email to: Rich Lucas, Corporate Recruiter /
rich@shapiro.com