

Job Description

e-Stewards Business Development Director

POSITION TITLE: e-Stewards Business Development Director

LOCATION: Pioneer Square Office (working remotely)

SCHEDULE: 36 hours in a 4-day workweek, M-TH, 8 am – 5 pm Pacific Time

Created by the Basel Action Network in 2010, the e-Stewards® program is an accredited certification program for globally responsible electronics recycling. Its mission is to define and promote best and most ethical electronics reuse and recycling practices worldwide. We do this by connecting technology users both large and small with recyclers willing to uphold the e-Stewards Standard. The Basel Action Network is a Seattle-based, 501(c)3 nonprofit, environmental justice NGO working to confront the global environmental injustices of toxic trade and to promote globally responsible management of toxic wastes such as e-waste.

Purpose

Working within and helping lead the e-Stewards team to ensure that the e-Stewards program expands and thrives, achieving the highest levels of innovation, partnership, professionalism, and customer service. In particular this shall be done by managing existing Recycler and Enterprise relationships to ensure their retention, the pursuit, and development of new relationships, and representing, promoting, and expanding recognition of the e-Stewards brand within the marketplace.

Main Responsibilities

- Program Planning and Implementation
- Enhancing Program Value
- Sales and Recruitment
- Building Partnerships/Customer Relationships
- Administration
- Leadership and Promotion
- Professional Development

Objectives by Responsibilities

Program Planning and Implementation

- To develop, implement, manage, improve and maintain the e-Stewards strategic plan.
- Present and share approved plan to e-Stewards team and Leadership Council.
- Implement the tactics/activities outlined in the strategic plan according to timeline.
- Manage, monitor and revise plan with changes as necessary every 90 days.

Enhancing Program Value

- Identify and analyze new program opportunities, regularly monitoring opportunities within the e-Stewards community and electronic waste/IT landscape.
- Support operational improvements, enhanced ways of working and to help embed a culture of continuous improvement across the e-Stewards program.
- Poll and communicate constantly with stakeholders to ascertain their needs and challenges and translating these into fulfilment and solutions.

Sales and Recruitment

- With advice from the Leadership Council and e-Stewards Team, develop and maintain a sales/recruitment strategy sales goals, and pipeline management system.
- Having a thorough understanding of the four major barriers to buying (No Trust, No Need, No Help, and No Hurry) and of the Relating, Discovery, Advocating and Support processes and how to effectively apply them to the ongoing customer relations.
- Understanding what specific kind of overall "sales focus" and support the individual needs in terms of a) maintaining old/existing clients b) – onboarding new clients
- A thorough understanding and fluent use of our Salesforce CRM and how to effectively use it to support ongoing business development, including tracking of a balanced pipeline.

Brand Building, Partnerships/Customer Relationships

- Provide direction and build collaborative partnerships with leaders in the e-Stewards community to continue to maintain and enhance the e-Stewards adjunct programs.
- Maintaining regular contact with Existing Enterprise companies and Recyclers remotely.
- As possible, convene and organize face-to-face meetings and communications including newsletter functions.
- Reporting and sharing any relevant customer issues to all relevant parties in a timely manner.
- Leveraging strategic partnerships (e.g business associations) to enhance and expand the e-Stewards program.
- Maintain e-Stewards presence on Linked-In and other relevant social media platforms.
- Develop relationships with, and provide content to, media outlets relevant to both Enterprise and Recycler stakeholders.
- Develop relationships and maintain regular contact with relevant industry analysts, including Gartner, IDC, and Forrester.

Administration

- Schedule and chair all relevant team meetings.
- Maintain, monitor the established program budget and account for expenditures according to policies and procedures.
- Ensure that effective interdepartmental communication is adhered to at all times.
- Ensure that all relevant departmental, company, and compliance policies and procedures are adhered to at all times.
- To develop, implement, maintain and manage any additional departmental policies and procedures as needed.
- Develop, distribute and present any relevant internal reports / messages to appropriate parties as required.
- To ensure the e-Stewards team records all customer transactions in Salesforce

Leadership and Promotion

- Act as the spokesperson for the e-Stewards Program with media and public.
- Represents e-Stewards as a program leader at meetings, conferences, and workshops.
- Assist in production of collateral, white papers, and editorials in support of the program as necessary.

Professional Development

- To attend relevant skill building workshops as requested.
- To attend relevant industry conferences/training opportunities as determined necessary and valuable to the overall function.
- To stay current and trained with all relevant skills, subjects and materials as it applies to the overall function.
- To respond positively to self and employer appraisal processes.
- To ensure that appropriate self-management is exercised at all times.

Compensation: Competitive Salary DOE augmented by a sales commission based on Enterprise Recruitment. Health Insurance with 100% premiums covered, competitive sick and vacation days and accrual. 4-day, 36-hour workweek.
