



POSITION: BUSINESS DEVELOPMENT REPRESENTATIVE

Mid-level, Full-time, hourly position

ORGANIZATION

The National Conflict Resolution Center provides the resources, training and expertise to help people, organizations and communities manage and solve conflicts, with civility.

PURPOSE OF POSITION

We are seeking a results-driven Inbound/Outbound Business Development Representative to join our team. This is a full-time, mid-level position based in downtown San Diego. The Business Development Rep contributes to the organization's overall sales strategy with primary responsibility for managing training inquiries, warm leads, and selling NCRC's training programs. In this role you will be responsible for incoming prospects while simultaneously executing outreach to high-value target accounts. A major aspect of the position will include responding to incoming inquiries from marketing channels like website forms, webinars and conference presentations. You will be responsible for initial lead generation to securing qualified discovery meetings for the executive team. The Business Development Representative reports to the Director of Operations and works closely with the Director of Operations, President, and the External Relations team.

PRINCIPAL DUTIES

- The primary role of this position is to generate leads for the sale of NCRC training programs
- Manage all inbound training inquiries with immediate responses within 5 minutes
- Manage all warm leads (someone downloading something from the website, going to a presentation, etc.)
- Minimum 50 outreach efforts a day
- Proactive Outreach – execute cold calling, email sequences, and social selling to generate interest in NCRC training programs to prospects unfamiliar with the NCRC brand
- Meet with supervisor and President/Director of Ext. Relations on a regular weekly basis to review numbers and achievements/areas of improvement
- Research conferences and submit proposals for speaking engagements
- Present a strong public presence and effectively represent NCRC before a wide range of constituents and potential clients
- Ad-hoc duties as assigned

QUALIFICATION, SKILLS, AND EXPERIENCE REQUIREMENTS

- Excellent written and oral English proficiency
- Minimum three years' active sales experience
- Familiarity with the concepts of culture, communication, and conflict resolution, and how these concepts are fundamental in supporting an inclusivity training model
- Self-directed with demonstrated sales, problem solving and analytical skills
- Demonstrated success building and cultivating relationships and sales opportunities with organizations, companies, and individuals
- Demonstrated computer knowledge including experience working with SalesOptima or similar CRM (SalesForce, etc.)

EDUCATION

- Four-year degree in Business or comparable degree from an accredited college or university required.

WORK ENVIRONMENT

- Non-smoking, professional office environment
- Fast paced working with multi-level distractions

COMPENSATION

- Hourly rate range: \$29-\$33/hour depending on experience, plus incentives
- Health insurance, 401(k), PTO and holidays
- Downtown office with parking structure, partially paid parking

SPECIAL CONDITIONS

- Ability to work extended hours as needed
- This is a position with a hybrid schedule with 3 in-office workdays and 2 remote days. In-office days will be at the NCRC downtown office. Hybrid schedule is subject to change at any time at the discretion of the company.
- Ability to attend all mandatory NCRC staff meetings and events.

MORE INFORMATION

Headquartered in San Diego, NCRC's work has reached across nine countries on four continents and into six Cabinet-level departments, touching thousands of people each year. We address some of society's most intractable challenges by equipping individuals with strategic communication tools, so they can engage in constructive dialogue – even when the topics and situations are difficult.

NCRC works to erase hatred, division, and intolerance – across all the divisions in our society. Through training, mediation, restorative community building circles that bring people together for dialogue, national dialogue events and our leading work to disrupt the school-to-prison pipeline, we believe that by empowering people, we can transform cultures.