

EarthShift Global Position Description: **Business Development Associate**

EarthShift Global (ESG) is seeking a qualified Business Development Associate to help meet the growing demand for the sustainability consulting services, training, and software we offer. The core focus of this position is to develop a rapport with clients and partners, qualify inbound leads, identify new business opportunities, develop new business, and ensure our clients and analysts are set up for success.

EarthShift Global is a virtual company with no centralized office. The Business Development Associate will work remotely with nearly all team, prospect, and client interactions conducted via email, phone, and web meetings. The need to travel is expected to be minimal, likely limited to annual company meetings and periodic trade show attendance.

Position Responsibilities

The position responsibilities of the Business Development Associate fall under three broad objective categories:

1) Business Development

Support business development needs across the three primary company revenue streams:

Software

Respond to and manage new software inquiries for ESG's web-based software tools

- Work with marketing and administrative teams to develop and monitor responses for new software registrations and ensure ease of access to our software tools
- Provide software demonstrations
- Provide and coordinate support for tools by responding to customer questions, seeking guidance and assistance from the analytical team as, when and where needed
- Manage the development of proposals for software sales and, where appropriate, serve as lead working toward executing contractual agreements and software account setup

Training

Respond to and manage new training inquiries

- As needed, schedule discovery or intake meetings with potential clients and conduct background research to prepare for intake calls
- Manage the development of proposals for training sales

- Coordinate with the analyst instructor(s) to schedule training courses and ensure alignment between client expectations, course content and instructors' awareness

Consulting

Serve as first point of contact for potential new clients that reach out to EarthShift Global via phone, contact forms, and directly via email to the general company inbox (and other channels as needed)

- Work with administrative team to respond within 24 business hours of receiving a new business inquiry
- Vet new business inquiries for alignment with ESG team's capabilities and goals
- Work with admin team to establish a record for each new business inquiry in CRM then manage the progression of each inquiry while capturing that progression in the CRM record
- As needed, schedule discovery or intake meetings with potential clients and conduct background research to prepare for intake calls
- Manage the proposal development and delivery process
- Work with administrative and bookkeeping team to respond to requests for vendor information

Across all three revenue streams the Business Development Associate will be expected to:

- Aid the analytical team in fielding new inquiries from existing clients and work with appropriate analyst(s) to determine fit with our team's capabilities and alignment with ESG's mission
- Serve as a point person and account manager for the development, review, finalization, and delivery of proposals leading up to a project
- Liaise between clients and analysts if, when and as needed to ensure client satisfaction
- Post project – support the company by following up with past clients to understand the impact of our work, level of client satisfaction and potentially uncover new opportunities
- Together with the administrative team field requests for and manage review of confidentiality and other related agreements with clients and potential clients and work with administrative team to ensure that all agreements get filed in a proper manner
- Conduct cold and warm outreach if, as, and when needed

2) New Market Development

- Together with the ESG team, keep abreast of trends and developments in sustainability that may benefit from ESG's capabilities
- Work to identify new markets, partners and opportunities

- Work with the team to shepherd the development and codification of new and varying business opportunities

3) Operational

- Work with our Administrative team to keep EarthShift Global's systems and processes running smoothly while reflecting on how our systems could improve and work with team to implement those changes and propose solutions for the ESG team.
- Together with the ESG team and IT partners, identify, implement and manage the systems that can be used to help keep company and client data secure.

It is expected this list of objectives and responsibilities will grow and change over time according to the business' needs and capabilities and strengths of the individual.

Skills & Attributes

The ideal candidate will possess the following skills and attributes:

- Passion for EarthShift Global's company mission
- Service mentality
- Excellent written and verbal English communication skills
- Sense of curiosity and desire to learn about technical matters
- 3-5 years of relevant experience
- Professional and energetic
- Flexible and adaptable to meet changing business needs
- Strong organizational skills and ability to work virtually
- Proficient in Microsoft Office suite of tools
- Knowledge of Zoho tools (CRM, Projects, Campaigns) a plus
- High standards for accuracy and quality of work
- Collaboration skills and ability to contribute towards a positive team dynamic
- Basic understanding of (or willingness and ability to learn about) sustainability issues, LCA and/or GHG principles
- Outgoing and able to establish a rapport with a wide-range of individuals, both within and outside of our company
- Ideal candidate will be responsive, able to think on their feet, and acutely aware of what they know, don't know and able to seek the proper guidance and solutions where needed

Time Expectation

It is expected that the Business Development Associate will work full time and be available Monday through Friday. Our team and our clients are both globally dispersed, so occasional schedule flexibility is helpful.

Our Company

EarthShift Global is a global leader in life cycle assessment and sustainability services. Since our founding, EarthShift Global has pursued a simple mission: to partner with our clients, helping them make informed choices that shift their organizations towards greater prosperity within a framework of sustainability.

EarthShift Global's team helps top-level executives, front-line practitioners, academic researchers, and policymakers worldwide achieve their objectives by providing software, consulting services, and training that de-mystify the path to sustainability. Our proven approach emphasizes engagement, adaptability and credible, measurable results, and the incorporation of performance-enhancing sustainable thinking into everyday business decisions.

Our LCA and S-ROI software, training programs, and consulting services are all designed to help our clients build far-reaching capabilities of their own, leveraging solid data to reach reliable conclusions. We take great satisfaction in helping sustainability professionals get better at developing research, analyses and recommendations that can withstand the most intense scrutiny.

Effective implementation is a central value for EarthShift Global, because we want to help organizations establish better relationships with the world and its natural resources. We're resolutely practical, but we're also motivated by our own personal values and aspirations, because self-interest, business interests, and societal interests quickly become indistinguishable.

We offer a supportive work environment as well as career and personal development.