



Business Development Manager

Are you looking for an opportunity to use your considerable skills in leading sales activity and developing and maintaining positive client relationships to help chart the course and drive growth in an innovative company that solves real-world business problems with unique, powerful and elegant software solutions? WaitWell is a rapidly growing virtual queue solution company that helps companies to manage their lineups safely and efficiently by allowing clients to join a queue using SMS text or QR code technology.

The Opportunity

We are looking for a dedicated and analytical Business Development Manager to join our organization. The responsibilities of the Business Development Manager include overseeing the daily sales activities within a vertical or geographic market, identifying and reaching out to prospective customers, conducting product demonstration, closing deals and nurturing customer relationships through implementation and beyond.

To be successful as Business Development Manager, you should have good leadership skills and the ability to drive company success. You have an in-depth knowledge of the market and competitive products and have excellent customer service, interpersonal, and communication skills.

What you'll be doing:

- Generating leads and following up by phone, email and LinkedIn Sales Navigator
- Building a sales funnel to drive growth
- Closing deals with customers across North America
- Working with executive management to formulate sales strategy
- Following up on inbound sales leads
- Developing custom quotes
- Responding to RFPs and RFQs
- Coordinating with Account Managers and Customer Success teams to ensure successful implementation of WaitWell within the organization
- Working with the marketing department to identify marketing collateral needs
- Providing feedback regarding our suite of products to Product Management to ensure our product is evolving to meet customer needs
- Outlining and managing sales budgets
- Setting quarterly and annual sales goals and motivating the sales teams to achieve their goals.
- Monitoring the market and competitor products and activities
- Providing detailed sales forecasting.
- Reviewing customer activity, anticipating consumer needs, and improving customer satisfaction.
- Creating sales reports and providing feedback to the leadership team at company meetings
- Establishing and maintaining key customer relationships.

What you'll need:



- Experience in generating leads and converting leads to sales
- A solid understanding of mobile technology and experience
- B2B sales experience required
- In-depth knowledge of selling strategies and methods, as well as employee motivation techniques.
- Passion for software and SaaS, digital transformation and building relationships
- Excellent leadership, communication, interpersonal, and customer service skills.
- Great strategic planning, organizational, and creative thinking skills.
- Bilingual (French/English) is an asset
- Bachelor's degree or equivalent
- Criminal record check

Salary and Benefits:

- \$75,000 - \$80,000 per year plus commission, with OTE set at \$110,000
- Extended health benefits will be provided after a qualifying period
- Paid vacation, stat holidays
- Opportunity for professional growth and advancement

Location:

This position will be a hybrid position. WaitWell places a high value on teamwork, collaboration and culture. Some days working at our Calgary office will be required and there is an opportunity to work at the WaitWell office full-time if preferred.

Why WaitWell?

WaitWell is an Alberta tech company that is focussed on utilizing technology to solve real-world business problems. We are passionate about working with small and medium sized businesses and public institutions to implement a digital queue solution that delivers superior customer experience, complies with current health restrictions and provides valuable insight into peak waiting times, service times and staffing levels.

Ready to do something big?

Send your resume to shannon@waitwell.ca and a cover letter letting us know why you'd be a great fit for WaitWell.

About WaitWell

Founded in Calgary in 2020, WaitWell is focussed on solving the very real problem that many organizations face: customers have to wait for service, but standing in line is a terrible user experience. WaitWell offers a powerful dashboard, as well as Reports & Analytics to give operators valuable insights into the customer wait experience, service times, ticket volumes and staff performance.