



555 W. Country Club Lane, C-350, Escondido, CA 92026  
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## **Business Development Specialist: Sales/Account Manager**

*Join a driven team with a social mission and spearhead this key sales role for a growing consulting firm!*

Local, state, and federal governments are recognizing more and more the need and value in offering higher quality customer service to the citizens. They see the return on investment in teambuilding, quality control, and efficiencies while doing more with fewer staff.

Their ability to find quality consulting and training programs focusing on creating success in the government culture is limited. Our President and Leader has over 25 years of government experience, and understands the nuances and challenges of this environment. CSA, Inc. has been successfully filling that need for the past six years, and has experienced an organic growth rate of approximately 40% per year for the past three years. Our President is the author of the successful book *The Science of Service: Six Essential Elements for Creating a Culture of Service in the Public Sector*.

We are seeking a professional salesperson to learn our products and sales strategies in order to help our clients see higher performance levels and higher customer satisfaction levels. This key team member will take the lead in developing a strong pipeline of new customers and projects through direct customer contact and prospecting. This position requires strong capability and a history of selling services (as opposed to products) successfully (>5 years). This is an “inside sales” position, and will require some travel, although initial work is performed via phone and email. Key to this position is also account management and ongoing relationship maintenance.

Our ideal candidate has experience selling services and maintaining relationships in the public sector, and understands the public sector sales process. This candidate would thrive in an environment with meaning, working with people who make our communities better places. Our candidate excels in standard concepts, practices, and procedures in the customer acquisition process. Also, our candidate focuses on long-term relationship building and repeat clientele using consultative sales techniques, as opposed to old school “hard sell” tactics. Success requires a high degree of political savvy, including being able to adapt to client leadership styles and organizational cultures. The successful candidate will enjoy controlling their day and working independently, while still being a valued part of a progressive team. Strong etiquette and customer service skills are a must. Reports to the President/CEO.

Benefits include: flexible schedule, work from home options (office space available), 401K with company matching, Wellness Program, Social Responsibility Program, Paid Sick Leave and Vacation and additional benefits. This position starts full time. The salary is competitive and designed for a sales professional with an excellent track record or earnings.

Interested candidates should send resume, letter of interest, and five references, to [info@theCSAEdge.com](mailto:info@theCSAEdge.com) by January 15th. Position is scheduled to be filled by early February.