

## Senior Level Marketing/Sales/Business Development Position for Northeast Class III Railroad

### Description

- Primary customer interface for medium and large accounts. Manage and ensure successful coordination of tactical and strategic sales activities for a specific account base. Lead and manage the development of detailed information regarding each customer's business and transportation requirements. Develop customer action plans, coordinate and deliver pricing packages, and lead rate negotiations.
- Financial Targets: Achieve revenue, contribution, volume targets for assigned accounts and/or markets.
- Negotiation: Work cross-departmentally to develop and offer prices and service offerings to customers. Develop, negotiate, and implement agreements for new and existing customers.
- Support car reporting and data integrity processes and objectives to improve the Railroad's competitive position through improved customer service and operational efficiency.
- Account Management: Manage the day-to-day account activities and facilitate the coordination of internal resources to ensure a positive customer experience.
- Budgeting: Manage individual expense budgets to ensure full compliance with all business and travel policies and timely submission of all expense reports.
- Business Development: Develop new strategies, programs or service offerings to expand the Railroad's participation in relevant markets. Implement and execute action plans to create market growth, penetration, or expansion into new emerging markets. Work closely with other relevant teams and departments to support business development goals and objectives.
- Communication: Ensure effective written and oral communication internally and externally. Communicate effectively to develop customer driven pricing strategies to meet internal financial objectives and customers' needs. Maximize collaboration cross departmentally to ensure quality performance.
- Customer Satisfaction: Support all customer satisfaction targets by maintaining a thorough knowledge of the specific marketplace and successfully integrating information into timely price, service, and equipment packages that provide value to customers. Ensure effective collaboration with other teams to support all customer satisfaction goals.
- Effective Teamwork: Lead and participate on cross-functional teams to address opportunities and solve issues by utilizing problem solving skills.
- Work with customers to determine their rail equipment needs and facilitate the acquisition of rail equipment – whether by the Railroad or the customer.

### **Preferred**

- A Bachelor Degree
- 10 year(s) experience in the transportation industry
- 3 year(s) experience managing teams
- 10 year(s) experience in Marketing and Sales
- 5 year(s) experience of the Railroad industry

- Advanced People Management skills
- Advanced communication skills
- Advanced analytical and problem-solving skills
- Advanced project management skills
- Advanced sales skills
- Experience creating and delivering presentations
- Advanced negotiation skills

Please either fax or email resume to: 607-547-8768 or [humanresources@nysw.com](mailto:humanresources@nysw.com).