



Business Development Lead

We are Tangible, a CX research, strategy, design and innovation agency. We help Fortune 500 and emerging brands design, build, sell and support products and services people want to use. To learn more about us, visit: <https://tangible-ux.com/>.

We are thrilled to have grown (and continue to grow) our business substantially over the past year. We want to keep the positive momentum going. That's why we are seeking this new role of Business Development Lead. This is an opportunity for someone who is highly motivated, entrepreneurial and a passionate believer of good people doing good work to create connection and excitement with our current and future clients. This role will drive our revenue, innovation and growth.

As Business Development Lead, you have a solid network in our space. You will not only lead new business opportunities, build connections in our community and industry, you will also be inquisitive in how we drive internal research and development that lead to new service offerings and big client engagements.

Personally, you always hold a learning mindset. You are quick to dive in, listen, be curious, and be relentless in your pursuit of building new client relationships. Your BD skills matched with your innate sense of marketing (not an expert! Just excited about how marketing fuels our pipeline), will be a huge asset for us.

Most of all, you are empathetic. You are part of a highly strategic and creative team that has made its success in delivering high-quality work and forming long-term relationships with our clients. Your ability to understand not only what we do, but the nuances in how to speak and sell the Tangible experience, is absolutely critical. You will be well compensated without relying on commissions.

OK! So with all that shared, here are more details:

Responsibilities

- Proactively initiate, follow up and qualify both outbound and inbound client relationships. Oversee all aspects of our CRM system (Hubspot).



- Identify and prioritize ongoing growth opportunities and drive quarterly sales strategy
- Lead and own new client meetings, supporting content for presentations, proposals and contracts with the support of our team
- Support existing client account growth where needed. Collaborate with client account teams on active projects and provide new business and client management support where needed.
- Develop best sales and marketing practices and help refine our internal processes in collaboration with our team
- Successfully negotiate contract terms and conditions
- Collaborate with Tangible leadership and senior team with business strategy decision making and planning
- Continuously build your network with B2B and B2C enterprise and mid-tier contacts
- Be Tangible's face and voice at community events
- Monitor competition by gathering current marketplace information on pricing, and offerings
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; participating in professional societies, etc.
- Share wins and learning opportunities regularly with Tangible's team

Qualifications

- 7+ years of proven success in business development within a digital design solutions and/or marketing agency environment. You are deeply familiar with how Technology, Design Research, User Experience and Marketing work together to create CX solutions.
- Hold a formidable, relevant network in B2B and B2C enterprise
- Fantastic communicator, listener, strategic thinker
- Proactive and highly collaborative. A self starter who isn't afraid to ask questions and ask for help. A fast learner.
- Ability to build relationships with both tactical and strategic decision makers
- A writer and confident storyteller with a gift of crafting decks, proposals and communicating Tangible's value and culture
- Great knowledge in digital marketing trends and research



- Background in content marketing, content strategy and small business operations a plus

Why Work at Tangible?

When you work at Tangible, you are well compensated. You have a life outside the work you love. Ask any of us. We create space and ensure we have one another's back with everything we do together. This sounds a bit uncommon, especially for a Bay Area-based digital agency, but it's the truth.

Tangible is an equal opportunity employer committed to creating a culture of inclusion and belonging. We seek and value diverse perspectives and lived experiences. We are on an ongoing journey of learning to make our work and our world more equitable.

Essential Mental/Physical Functions:

- Sit or stand for extended periods of time using a computer or phone
- Work alone or with others virtually or in an office environment
- Travel may be requested or required based on client needs

If this sounds like you and you are interested, we'd love to hear from you! Please send your resume with cover letter to: bizdev-jobs@tangible-ux.com. Thank you!