



ION PRO Services, LLC

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Position Description

Company: Ion Pro Services, LLC
Position: Business Development Manager
Reports to: Vice President Business Development & Marketing
Location: Cypress, Texas

Position Summary

Ion Pro Services, LLC “Ion” is a technologically advanced service company, formed to provide hot tapping and related services to oil & gas pipeline operators. Ion brings a customer-focused approach to the hot tapping marketplace.

To assist with its growth, Ion is seeking to expand its business development team. To grow Ion in this market, the candidate will need to have both experience in hot tapping and associated remedial pipeline repair activities, as well as strong relationships of influence with decision makers within the general contractor community and end-user organizations of pipeline operators. As a result, this candidate will bring extensive access within the Engineering, Operations, and Integrity/Repair divisions within these organizations and will be able to grow the family of opportunities for Ion to partner with its customers on their pipeline projects.

More information regarding Ion can be found at www.ionproservices.com

Key Working Relationships

Internal

- Sir. Management: CEO, CFO, President, VP of Business Development
- Engineering Team
- Operation Team
- Sales and Marketing Team
- Accounting and Administrative Team

External

- Onshore & Offshore pipeline operators, with initial focus on independent operators
- Tier 1 General Pipeline Contractors
- Tier 1 Engineering Contractors
- Tier 1 Inspection Services Contractors

Key Result Areas & Key Performance Indicators

Relationship Management

- Establish and maintain relationship with influencers and key strategic partners
- Maintain current customer contacts and call reports in CRM system (HubSpot)
- Focus on meeting with decision makers to understand how Ion can be a partner in solving their hot tapping and associated repair challenges, while continuing to enhance safety, increase productivity, lower cost, and improve schedule
- Maintain and enhance current customer relationships through regular contact and meetings; prioritize and initiate contact with customers
- Engage on all commercial relationship management issues with external stakeholders, in concert with V.P. Business Development (Ion)
- Deliver outcomes by influence and personal gravitas; Ensure issues can be openly discussed, options investigated, and positive conclusions reached
- Partner with decision makers to understand their technical and commercial needs
- Build relationships of trust across the organization and with external stakeholders

Business Development & Sales

- Work with V.P. Business Development (Ion) to draft the business development strategy & identify key customers in support of awarded work that achieves annual sales targets consistent with management forecasts
- Take initiative in all business activities related to assigned customer accounts to win work
- Liaise with other members of the sales and marketing function; prepare marketing activity reports using a CRM system (HubSpot)
- Organize sales events (Lunch and Learns, Demonstrations, etc.) and prepare & present
- Monitor changes in the market, regulations, and regimes to ensure Ion is always able to be proactive, not reactive
- Monitor competitor products, sales and marketing activities enabling Ion to hold a competitive position and retain its unique value proposition
- Provide market feedback to company leadership regarding competitive offerings and prospects

- Represent the organization at trade association meetings and tradeshows to promote our service as relevant
- Create winning capture strategies to be handed over to business acquisition teams for tender preparation and provide support when required
- Obtain client feedback during the tender phase to assist in the continuous improvement of the company's service offering to the client
- In conjunction with Ion Business Development leadership, prioritize business development opportunities; recommend and present plans for growth

Adhere to Ion Core Values (FACTS) and QSPECC

- **Fun:** We encourage each other and make it fun to grow together (including customers and vendors).
- **Academia:** We are a Learning and Teaching organization.
- **Clarity:** We value clarity and use written processes and metrics for that purpose.
- **Time/True:** We are on time and true to our word.
- **Speed (velocity):** We apply a sense of urgency to be ready and to insure meeting deadlines and goals.
- **Quality:** Our Quality Plan is integral to our business.
- **Safety:** Always provide and maintain a safe service and work environment for all team members.
- **Profitable:** Required to stay in business. Allows for reinvestment, reserve fund and demonstrates efficiency.
- **Environmental Stewards:** We must consider the environment in all of our processes.
- **Customer Centric:** The customer's needs and wants are important. Applicable to internal and external customers - employees, customers, vendors, and suppliers.
- **Community:** We must support our community and be good neighbors.

Competency Profile

Qualifications

- Bachelor's degree in business/technically related field
- 10 years of experience in the oil and gas pipeline industry
- 5+ years selling related services

- Able to legally work in the United States
- Candidate will be based in Houston, Texas area (office in Cypress, Texas)
- Strong network of key decision maker contacts

Experience

- Documented exposure and success with oil & gas pipeline operating companies, with a bias to onshore pipelines segment
- Strong-standing relationships with majors and independent pipeline operators. Relationships with Tier 1 General Contractors, Engineering, and Inspection Services Contractors advantageous

Knowledge & Skills

- Proven ability to build rapport with key decision makers
- Strong problem-solving skills for the identification and resolution of problems in a timely manner
- Excellent organizational and planning skills
- Working knowledge and application of applicable pipeline and other manufacturing standards and regulations
- Strong communication skills, written and oral
- Advanced knowledge and proficiency with computer software to include, but not limited to: CRM HubSpot, Microsoft Outlook, Power Point, Microsoft Excel and Microsoft Word