
Position Description

Vacancy Title: **Business Development Manager**

Location: **Walu Bay, Suva**

Reports To: **None**

Objective

The Business Development Manager is responsible for driving sustainable revenue and gross profit growth across the Company's Air Freight and Ocean Freight business by acquiring new customers, expanding existing accounts, developing commercially viable logistics solutions and strengthening the Company's market presence. The role is expected to maintain an active sales pipeline, convert opportunities into profitable business and work closely with Operations, Finance and regional/global network teams to ensure customer commitments can be delivered effectively. The position reports to Commercial Manager, Ceva (Air and Ocean) Fiji Pte Limited.

Outcomes

Organisational Stakeholders

1. Business Development and Revenue Growth

- Business development plans for Air and Ocean Freight services in line with agreed revenue, volume and profitability targets developed and executed.
 - Account-specific strategies developed for high-value prospects and customers.
 - Opportunities for cross-selling Air Freight, Ocean Freight and other logistics solutions available through the business identified.
 - New business across import and export Air and Ocean freight developed.
 - Agreed revenue, volume, gross profit and new-business targets achieved.
 - Individual account performance monitored against agreed revenue, volume and gross profit expectations.
 - A strong and measurable pipeline of qualified prospects maintained and opportunities converted into profitable accounts.
 - Identify, pursue and secure new business opportunities across targeted industries and customer segments.
 - Increase shipment volumes, revenue and gross profit contribution from both new and existing customers.
 - Regular market visits, prospect meetings and presentations conducted to build a strong customer base.
 - An active understanding of customers' supply chains maintained and opportunities where CEVA that can add value identified.
 - Regular sales forecasts and business development reports provided to Management.
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2. Customer Acquisition & Account Development

- Relationships with key decision-makers developed and a strong understanding of customers' supply chain and freight requirements established.
 - Accurate and current records of leads, opportunities, quotations, customer interactions and sales activity maintained within the required systems.
 - Tailored logistics solutions and commercial proposals prepared to address customer requirements while protecting Company margins.
 - Follow up quotations and proposals promptly and document reasons for won, lost or deferred opportunities.
 - Ensure newly secured customers are properly transitioned to Operations and Finance with agreed rates, credit terms, service requirements and operating instructions clearly documented.
 - Regular account reviews conducted to identify additional business opportunities, service concerns and potential risks.
 - Retention of strategic customers supported through proactive engagement and timely resolution of commercial issues.
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3. Pricing, Quotations & Commercial Management

- Coordination with Operations, regional offices, carriers and relevant stakeholders to obtain competitive Air and Ocean Freight rates ensured.
 - Accurate and commercially viable quotations prepared and submitted within required turnaround times.
 - Ensure pricing decisions consider freight costs, local charges, operational requirements, credit exposure and targeted margins.
 - Appropriate import, export, consolidation and other freight solutions available through the Company's network promoted.
 - Ensure commitments made during the sales process are operationally achievable and properly communicated prior to implementation.
 - Work closely with operational teams to design practical freight solutions based on customer requirements.
 - Rates and commercial terms negotiated within approved authority levels and appropriate approvals obtained for exceptions.
 - Regularly review customer rates and profitability conducted to ensure accounts remain commercially sustainable.
 - Significant changes in freight rates and market conditions monitored and potential commercial impacts communicated to customers and Management.
 - A sound understanding of Air and Ocean Freight products, routing options, transit times, carrier capabilities and service requirements developed.
 - Maintain awareness of market developments, competitor activities, customer trends, carrier capacity and changes affecting international freight.
 - Identify emerging industries, trade lanes and customer segments offering growth opportunities.
 - Provide Management with relevant market intelligence to support pricing, investment and commercial decisions.
 - Company represented professionally at customer meetings, industry events and relevant business forums.
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4. Financial Discipline and Operational Coordination

- Appropriate credit assessments and approvals completed with finance and reporting manager before extending credit facilities provided to new customers.
- Customer account performance monitored and support timely collection of outstanding amounts where required.
- Assistance provided with resolving disputed invoices, pricing discrepancies and commercial matters affecting collections.
- Close coordination with Operations maintained to ensure new and existing customer requirements are clearly understood and appropriately serviced.
- Complete handover of newly secured accounts ensured including quotations, rates, customer contacts, service expectations, documentation requirements and special instructions.
- Recurring service failures or customer concerns escalated and work with relevant departments to implement corrective action.
- Ownership of the commercial relationship maintained while supporting Operations in delivering agreed customer service levels.

5. Organisation's image and value standards demonstrated and promoted

- Strict confidentiality of all customer information, freight rates, pricing structures, contracts, financial information, business strategies, employee information and other commercially sensitive or proprietary information obtained through the course of employment ensured.
 - Exercise appropriate care when using Company information, systems, assets and resources and ensuring these are used solely for legitimate business purposes.
- All dealings with customers, suppliers, agents, business partners and other stakeholders conducted with honesty, integrity, fairness and professionalism.
- Compliance with all Company policies, procedures, Code of Conduct, delegated authorities, compliance requirements and applicable laws and regulations.
 - Ensure that no unauthorized commercial, financial, contractual or other commitments are made on behalf of the Company.
 - Declare and appropriately managing any actual, potential or perceived conflict of interest and refraining from any conduct that could compromise professional judgement or the interests of the Company.
- Company's values demonstrated and promoted through accountability, respect, ethical decision-making, teamwork and responsible business practices.
 - Protect and positively represent the Company's corporate image, brand and reputation through professional behavior, communication, presentation and stakeholder engagement, both internally and externally.
 - Refrain from any behavior, communication or activity that may bring the Company, its brands or its stakeholders into disrepute or adversely affect the Company's reputation and business relationships.
- Suspected unethical conduct, policy breach, conflict of interest, fraud, misconduct or other compliance concern reported through the appropriate Company channels.

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
People	
Team Orientation	Work in a team towards a common aim.
Negotiation	Reach agreement through discussion and compromise.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Desirable		
Degree	Commerce, Sales/Marketing/Advertising	Business, Marketing, Logistics, Supply Chain Management, International Trade or a related discipline.

Work Knowledge and Experience

Relevant experience in a similar capacity preferably as Sales or Business Development Manager in freight forwarding, logistics, shipping, Air Freight or Ocean Freight industry.

Demonstrated ability to develop new business and manage commercial customer relationships.

Sound understanding of freight pricing, quotations, margins and international logistics processes.

Strong negotiation, presentation and relationship-management skills.

Strong analytical, reporting and problem-solving capability.

Competent in Microsoft Office and relevant CRM/freight management systems.

Valid driver's licence and ability to undertake regular customer and business development visits.

Requirements

Language Proficiency

Excellent command of English

Regulatory Compliance Requirements

Driver's License

Other Required Statements

Working Conditions:

This is a commercially focused role requiring regular customer visits, meetings and business development activities outside the office. The incumbent may also be required to work outside normal business hours where necessary to respond to customers, overseas network partners, shipment requirements or time-sensitive commercial opportunities.

KPI - Performance Measure:

1. **Revenue & Gross Profit Growth** - Achieve agreed monthly/annual Air & Ocean Freight revenue and gross profit targets, while maintaining approved margins.
2. **New Business Acquisition** - Secure agreed number/value of new profitable customer accounts and generate sustainable new Air & Ocean freight volumes.
3. **Sales Pipeline & Conversion** - Maintain an active qualified sales pipeline at agreed levels and achieve targeted quotation/proposal-to-customer conversion rates.
4. **Existing Customer Growth & Retention** - Retain key accounts and deliver measurable growth through increased volumes, cross-selling and expansion of services within existing customers.
5. **Customer Engagement & Service** - Complete agreed customer/prospect visits and account reviews, ensure proper onboarding/handover of new accounts, and facilitate timely resolution of significant customer issues.
6. **Commercial, Credit & Reporting Discipline** - Submit accurate sales forecasts and reports on time; maintain current CRM/pipeline information; comply with approved pricing, margins, credit terms and commercial authorities; and support timely resolution of overdue customer accounts.

Interactions

Type	Interaction	Comments
Internal		
	CEVA HQ	
	Operations Team	
	Sales and Commercial Team	
	Finance Team	
	Department Employees	
	Commercial Manager	
External		
	Suppliers	
	Regulators	
	Customers	
	Contractors	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.

Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
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Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Challenger	Queries, tests information/beliefs and provokes thought.
Initiative	Takes action and makes decisions without the help or advice of other people.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

Contact Name: Human Resources Officer

Contact Email: careers@cjpatel.com.fj

Further Contact Information: --

Closing Date: 17 Oct 2026