BUSINESS DEVELOPMENT

Business Development Manager

JD NUMBER	REVISION	FLSA STATUS
JD-GEN-15	**Rev 1 · 2026-06-21**	**Exempt**
REPORTS TO	**PAY GRADE**	**LOCATION**
Chief Operating Officer	**B1**	**Phoenix, AZ (primary) — regular travel to customer sites, trade shows, and industry events across the Southwest**
SUPERVISES		
Account Manager, Key Accounts		

POSITION SUMMARY

The Business Development Manager leads FCI's revenue growth strategy, responsible for identifying, pursuing, and closing new calibration service contracts in FCI's target markets (aerospace, defense, semiconductor, medical device, industrial manufacturing, and government/military). This is a scale role designed to formalize and accelerate FCI's commercial pipeline as the business grows beyond its current customer base. The Business Development Manager owns the full sales cycle — from prospect identification through contract execution — and manages the Account Manager, Key Accounts role to ensure existing strategic relationships are protected and expanded. A working knowledge of calibration laboratory capabilities, accreditation scope, and metrology terminology is essential to credibly represent FCI in technically sophisticated customer environments.

ISO/IEC 17025:2017 Alignment	Clause 7.1 — Reviews of requests, tenders, and contracts: ensures proposed engagements are within FCI's current accredited scope of accreditation before committing to customers; escalates requests requiring scope expansion to the Laboratory Manager and COO; Clause 5.5 — Maintains customer confidentiality in all business development activities per FCI's impartiality and confidentiality policy.
FCI Quality Program	Ensures all customer proposals and contracts are reviewed for scope-of-accreditation compliance before execution; communicates customer-reported feedback (positive and negative) to the QA Manager for inclusion in the customer feedback input to the management review; maintains knowledge of FCI's current Decision Rule policy per ILAC G8 to accurately represent FCI's calibration reporting practices to prospective customers.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Develop and execute FCI's annual business development plan — define target market segments, revenue goals, pipeline targets, and go-to-market strategies in alignment with COO and ANC corporate objectives.
- Identify and qualify new calibration service prospects through direct outreach, trade show participation, industry association engagement (NCSL International, ASQ, APMP, SMTA, and sector-specific groups), referral networks, and inbound lead follow-up.
- Conduct discovery meetings with prospect engineering, quality, and procurement stakeholders to assess calibration program needs, current laboratory relationships, contract structure preferences, and schedule requirements.

- Prepare and deliver technically credible FCI capability presentations — articulate the value of IAS CL-112 accreditation, CMC capabilities within the accredited scope, turnaround performance, and FCI's ANC small-business contracting status.
- Develop customer proposals and pricing quotations in coordination with the Laboratory Manager (technical scope), the AR/AP Technician (pricing), and the COO (commercial terms); ensure all proposed services are within FCI's current accredited scope before submission.
- Negotiate master service agreements, blanket purchase orders, and long-term calibration service contracts; coordinate contract review with the COO and, as needed, FCI's legal counsel before execution.
- Own and maintain FCI's CRM database — log all prospect and customer interactions, update opportunity stages, record contract values, and maintain pipeline accuracy for monthly reporting to the COO.
- Direct and coach the Account Manager, Key Accounts — set account retention and expansion targets, review account plans, and serve as the escalation point for strategic account relationship issues.
- Monitor competitive landscape in the Phoenix/Southwest calibration laboratory market — track competitor accreditation scopes, pricing trends, and new entrants; present competitive intelligence to the COO on a quarterly basis.
- Represent FCI at trade shows, industry conferences, and government small-business contracting events (GSA schedules, SBIR, ANC set-aside opportunities) as the primary commercial face of the organization.
- Collaborate with the COO and Laboratory Manager on FCI's scope expansion roadmap — align capability development investments with identified market demand and customer requirements.
- Coordinate with the AR/AP Technician to ensure executed contract pricing is correctly reflected in the billing system and to resolve contract-related invoicing disputes promptly.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Engineering, Physics, Business Administration, or a related technical or commercial field.
- Minimum 5 years of business development, technical sales, or account management experience in a calibration laboratory, metrology services, test and measurement, or closely related technical services industry.
- Demonstrated ability to close new service contracts in industrial, aerospace, defense, medical device, or government markets.
- Working knowledge of ISO/IEC 17025:2017 calibration laboratory accreditation and the ability to communicate CMC capabilities, scope of accreditation, and decision rules credibly to technical buyers.
- Proficiency with CRM systems (Salesforce, HubSpot, or equivalent) for pipeline management and activity tracking.
- Strong presentation, negotiation, and contract communication skills; comfortable engaging with customer quality engineers, procurement managers, and C-suite buyers.
- Valid driver's license and ability to travel regularly (25–35%) throughout the Arizona and Southwest region.

PREFERRED QUALIFICATIONS

- ASQ Certified Calibration Technician (CCT) or equivalent technical metrology credential.
- Experience selling calibration or measurement services to government customers via GSA Schedule, IDIQ vehicles, or ANC/8(a) set-aside contracting mechanisms.
- Familiarity with DCSA/DCMA calibration program requirements for defense contractor customers.
- Experience managing a direct report sales team of 2–5 people.
- Established network of contacts in the Phoenix-area aerospace, semiconductor, or medical device manufacturing communities.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily office and travel-based work. Regular driving and air travel required for customer visits and industry events. Ability to stand for extended periods at trade show booths. Occasional laboratory tours at customer or FCI facilities. Lifting of trade show materials and product samples up to 30 lb.
Work environment	Office environment with regular external travel. Customer sites may include industrial manufacturing floors, cleanrooms, aerospace production facilities, and government installations with site-specific access and safety requirements. Some remote work flexibility for non-customer-facing administrative tasks, at COO discretion.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature _____ **Date** _____

Printed name _____