



Merchant Development Representative

Location: 600 W Chicago Ave, Chicago, IL

Did you know that we build some of the best sales people in Chicago?

Groupon's mission is to become the daily habit in local commerce and fulfill our purpose of building strong communities through thriving small businesses by connecting people to a vibrant, global marketplace for local services, experiences and goods. In the process, we're positively impacting the lives of millions of customers and merchants globally. Even with thousands of employees spread across multiple continents, we still maintain a culture that inspires innovation, rewards risk-taking and celebrates success. If you want to take more ownership of your career, then you're ready to be part of Groupon.

Our Merchant Development teams focus on building relationships with existing Groupon merchants around the world. We spend our days learning about what makes small-business tick and how to maximize relationships with merchants to ensure continued growth of these accounts. We might look like an ordinary ecommerce app, but under the surface we're using the latest technology to build products that help small businesses thrive in ways they couldn't have dreamed of before.

You'll focus on full cycle management of merchant accounts. Whether you're optimizing a live deal for a business that we've worked with for years, or negotiating to bring a merchant back on our platform, you'll be the point of contact for our existing merchants at Groupon. Starting day one, you will receive hands-on professional sales training and learn the core skills needed to be successful. Through our training program, you'll learn about customer relationship building, Groupon's sales process, sales strategy, sales psychology, and more. You'll use the skills developed in this training to make connections, grow partnerships, and scale the businesses we have on our site - both big and small.

And best of all, we believe in helping people grow within the sales organization. We have a dedicated training staff and programs to take anyone to the next level.

We're a "best of both worlds" kind of company. We're big enough to have resources and scale, but small enough that a single person has a surprising amount of autonomy and can make a meaningful impact. We're curious, fun, a little intense, and kind of obsessed with helping local businesses thrive. Does that sound like a compelling place to work?

You'll spend time on the following:

- You will be empowered to nurture and grow our existing merchant relationships. This includes re-engaging former merchants through cold calling to retain, consult, and close local deals
- You will facilitate revenue growth by improving and optimizing deals
- You will utilize knowledge of deal structure and strategy to reach Groupon's and merchants' desired outcomes and maximize satisfaction, engagement, retention, and profit
- You will develop familiarity with each merchant's business, including but not limited to: products and/or services, consumer demographics, consumer ratings, points of competitive differentiation, merchant economic model, and revenue/profit drivers
- You will provide support to your merchant base by problem-solving questions or issues related to their deal campaigns
- You will be expected to consistently achieve and/or exceed your sales targets and merchant satisfaction expectations

We're excited about you if you have:

- Bachelor's degree preferred
- Entry level or 1+ years of success in a sales environment
- Experience upselling and reselling over the phone and cold calling a plus
- Customer service, analytical, and problem solving skills
- You pay attention to detail and have a proven ability to multitask
- You have solid decision-making skills, customer-focused instincts, and sound judgment
- You are well-organized and are able to prioritize tasks to work quickly and efficiently
- You're adaptable and can think on your feet; when faced with new challenges or tough conversations, you face them head-on
- You have strong negotiation and relationship-building skills, with a high degree of integrity and patience
- You have excellent written and oral communications skills
- Salesforce or other CRM experience a plus

Apply here: <https://jobs.groupon.com/university> and select "campus event" for how you heard about the position.

Groupon Inc.

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