

Position Profile

Neighborhood Trust seeks a Head of Sales and Business Development to lead the growth of its fast-growing worker benefit suite of solutions, sold into both workplace and financial services channels on a national scale, and with limitless potential for industry leadership, given our expertise in the financial struggles facing the majority of workers today. The Head of Sales will own the development of marketing and sales, strategy and execution, including operational systems to succeed with enterprise sales; the cultivation of major, at-scale strategic partnerships; and the end-to-end customer experience. The Head of Sales will report to the CEO and oversee a 4-person team.

About Us

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator creating workplace and market solutions to better meet the financial needs of low wage workers. We inform our customers how to more effectively advance and support workers' financial needs, and we co-design innovative financial products.

We reach workers primarily through TrustPlus, our worker benefit that provides trusted guidance via our team of financial coaches and our proprietary financial wellness platform. With TrustPlus we connect workers to safe and effective financial products that help reduce and avoid debt and assert control over their financial lives. TrustPlus is distributed nationwide through a network of employers, worker networks, financial institutions, and fintechs, with our solution integrated into worker benefits packages and financial products. For HR professionals, whose traditional suite of benefits often focus on the long-term (e.g. 401(k), retirement savings), our benefit has been a welcome resource as employees are able to address pressing financial challenges that they face today, improving their financial health and resilience and allowing them to work with less stress and greater presence.

About Your Role

The Head of Sales is ambitious, seasoned, scrappy and energized by the opportunity to build out a Sales operation that drives customer volume so that operations become self-sustaining and TrustPlus' solution is viewed as a must-have financial wellness employee benefit. Your first year in this role will involve lots of direct sales to see what works - iterating pitch and strategy across various customer segments - and then, from there, institutionalizing this approach into a playbook and systems for the team. While periodic travel will be required to our headquarters in New York City, this position can be performed remotely and candidates located anywhere in the U.S. are encouraged to apply.

Your Responsibilities:

- Develop and implement sales strategy that incorporates client segments, market opportunities and competitive forces with an eye to delivering growth at scale
- Build and iterate full sales cycle from strategy development, prospect creation, and negotiation to deal closure
- Lead and manage 4-person Sales and Relationship Management team
- Direct collection of customer feedback to develop understanding of customer and product needs and features so as to inform product innovation
- Collaborate with business development, innovation and product teams to define and execute a sales strategy that includes new product development opportunities
- Develop infrastructure systems and processes necessary to support the success of the sales function
- Track and analyze sales trends and results in order to identify new market opportunities and target customers
- Collaborate with Communications' team to inform development of marketing materials and with Finance to ensure pricing falls within market norms.

What You Have:

- Strong commitment to our [core values](#) and the Neighborhood Trust purpose of transforming workplaces and financial services to better meet the financial needs of workers, particularly those living paycheck to paycheck.
- Belief in the social enterprise business model in which our nonprofit status serves as a competitive differentiator that propels growth and which holds us accountable for market competitiveness and sustainability via earned revenue while creating social impact
- Passion about building an at-scale financial wellness solution for workers
- Belief in the potential for financial services innovation to create economic opportunity
- Proven ability to inspire, coach and influence direct reports, senior leaders, Board members and other staff
- An ownership mindset with an ability to build something new in a high potential and high impact market, own your work and be invested over the long-term

What You Bring:

- 5-8 years of business development/sales experience, with a demonstrated ability to sell into new markets and close opportunities with Fortune 1000 companies and complex entities (e.g., financial institutions, health care entities, public institutions)
- Experience building and executing sales strategies and demonstrated capacity to prospect and qualify leads

- Track record of exceeding sales targets
- Strong interpersonal skills, proven negotiation skills and a relentless drive to achieve results
- Ability to synthesize data and help others make data-driven decisions
- Strong organizational skills and high level of attention to detail
- Strong presentation skills and superior verbal and written communication skills
- High degree of professional presence
- Experience with CRM, and in particular, Salesforce

Compensation and Benefits Package:

- Total compensation available: \$140,000 annually, as a combination of base salary and performance-based incentives
- 100% employer-paid medical, dental and vision premiums for employees (savings of \$6K - \$10K per year)
- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately
- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees
- Generous paid time off per year - 12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day

How To Apply:

Please send resume and cover letter to epichardo@neighborhoodtrust.org with the subject line "Head of Sales".

Neighborhood Trust Employment

We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.