# SALES & BUSINESS DEVELOPMENT MANAGER

📍 Milan (hybrid) | 💼 Full-time, permanent | 🎯 Middle management | 🧑‍💻 Software / Artificial Intelligence

**Conversational AI is changing the way companies engage with their customers. Spitch is at the forefront of this transformation.**

Spitch is a Swiss company specialising in Conversational AI solutions for customer experience: voicebots and chatbots, speech and text analytics, voice biometrics and agent-assist tools for contact centres. Our technologies are chosen by large organisations in banking, insurance, telco, utilities and the public sector.

To drive growth in the Italian market, Spitch is looking for a **Sales & Business Development Manager**: a senior professional with a strong business mindset, able to open new markets and build long-term relationships with clients' top management.

## THE ROLE

The successful candidate will play a key role in developing Spitch's business in Italy. They will be responsible for acquiring new enterprise clients and will own the entire sales cycle, from opportunity generation to contract closing.

The role reports to the Director of Sales & Consulting. The successful candidate will work closely with the Italian management team and with the presales and delivery teams, contributing directly to the definition of the commercial strategy.

## KEY RESPONSIBILITIES

- Define and execute the business development plan for target sectors and accounts, in line with the company strategy.
- Generate new opportunities through direct outreach, social selling, industry events and personal network.
- Build trusted relationships with C-level executives and decision makers (CX, IT, Operations, Procurement).
- Qualify prospects and identify where AI creates measurable value.
- Lead tailored proposals and demos together with the presales team, clearly demonstrating the business benefits.
- With the support of the Sales Director, conduct complex negotiations with multiple stakeholders through to contract signature.
- Ensure rigorous pipeline management in the CRM, with accurate and timely forecasts.
- Develop and leverage partnerships with partners and system integrators.

## CANDIDATE PROFILE

- 6–10 years of experience in B2B sales of enterprise software solutions, preferably in contact centre, CX, AI or SaaS.
- Proven track record in acquiring new clients and achieving ambitious sales targets.
- Strong hunter attitude, with the ability to build a pipeline from scratch.
- Consultative, value-driven approach, aiming to go beyond licence sales.
- In-depth knowledge of one or more vertical sectors (particularly Banking and Insurance) and an established network within them.
- Solid, hands-on experience in Conversational AI projects and contact centre architectures (CCaaS/IVR, CRM, APIs, cloud and on-premise deployment).
- Strong autonomy, determination and a strong focus on achieving objectives.
- Fluent English.

## WHAT WE OFFER

- A high-impact role with the opportunity to directly shape Spitch's growth in Italy.
- A competitive compensation package, with a performance-based variable component.
- Innovative technology in one of the fastest-growing markets in the tech landscape.
- An international environment, with direct exposure to management.
- A meritocratic, dynamic and results-oriented culture.
- Based in Milan, with smart working and flexible arrangements.

## HOW TO APPLY

Applications, including a CV, can be sent to ▸ **ekaterina.knyazeva@spitch.ai**.

A short cover note and a description of a significant deal closed in recent years will be particularly appreciated.

This position is open to candidates of all genders (Italian Law 903/77 and Legislative Decree 198/2006). Personal data will be processed in accordance with EU Regulation 2016/679 (GDPR).