



## Merchant Development Representative

**Location:** 600 W Chicago Ave, Chicago, IL

Groupon is based in Chicago and operates in major regions globally. We are a local e-commerce marketplace where people discover and save on amazing things to do, see, eat and buy in their neighborhoods. We're enabling real-time commerce across local businesses, travel destinations, consumer products and live events. At the same time, we provide merchants with the resources and tools to grow and manage their businesses. Culturally, we believe that great people make great companies and that starting with the customer and working backward moves us forward.

Our Merchant Development Team ensures continued revenue growth by focusing on creating the best experience for Groupon Merchants. This is done through building deals that target specific business objectives and ensuring merchant retention through excellent communication and problem solving skills. Representatives on this team may, over time, expand into Merchant Manager or Merchant Director positions, offering the opportunity to work with top merchant accounts with increased earning potential and responsibilities.

The Merchant Development Representative is responsible for the full-lifecycle management of Merchant accounts. This is done through strategic sales conversations with merchants who have previously worked with Groupon aimed at bringing them back onto our platform, as well as working with current merchants to optimize live deals to enhance performance. Additionally, they are responsible for answering inbound merchant inquiries and questions via phone for a portion of their day.

### Core Responsibilities:

- Bringing former Groupon Merchant's back onto our platform through strategic outbound sales calls
- Facilitating the growth of revenue through optimizing live merchant offers aimed at improving the structure and quality of deals on the site
- Demonstrating mastery over the entire sales process to overcome Merchant objections and maximize satisfaction, engagement, and retention
- Engaging, consulting, and upselling merchants on the benefits of featuring with Groupon
- Understanding and applying concepts of deal structure and strategy that are proven models for successful achievement of merchants' desired outcomes
- Providing support to our merchant base by answering inbound questions and inquiries
- Delivering against metrics and merchant satisfactions to achieve optimal operational and financial performance, exceeding KPI's

### Qualifications:

- Bachelor's degree in marketing, business or other related field
- 1+ years of relevant experience in a similar role
- Proven customer service, analytical and problem solving skills
- Strong attention to detail and proven ability to multi-task
- Solid decision-making skills, customer-focused instincts and sound judgment
- Well organized with the ability to prioritize tasks to work quickly and efficiently
- Intellectual agility and creativity to respond to changing demands and create new solutions
- Strong negotiation and relationship building skills with a high degree of professionalism and poise
- Excellent written and oral communications skills
- Salesforce or other CRM experience preferred

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

Groupon Inc.

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