

## BILINGUAL ACCOUNT MANAGER

### SUMMARY OF POSITION:

*The Account Manager reports to the Director, Business Development + Marketing and will be assigned accounts on the basis of scope and complexity.*

**Manages** assigned accounts to generate sales and new account opportunities, **develops** long-term contracts and **coordinates**, with other internal resources, the delivery of quality customer service.

### RESPONSIBILITIES:

1. **Manage** client relationship to ensure account retention and growth.
2. **Generate** growth of account by offering new product and services.
3. **Pursue** opportunities to develop long-term contracts that will ensure revenue flow.
4. **Develops** new business via referrals, seminars, cold calling, market research and any other methods available in order to meet planned and target quotas.
5. **Liaises** with other internal resources (business development, account executives, managers, project managers, customer service, operations etc...) to ensure the successful management of the relationship and satisfaction of the clients' needs.

### ULTIMATE RESPONSIBILITY

Responsible for the retention and growth of assigned accounts and maintaining networks of prospective clients.

### EDUCATION

- A Diploma of Collegial Studies preferably in the marketing or communication field.

### EXPERIENCE

- 3 years of experience prospecting and selling products and/or services preferably in the design, marketing or communication field.

### KNOWLEDGE

- Knowledge of sales processes
- Knowledge of negotiation methods
- Knowledge of presentation techniques and related software
- Knowledge of design principals and elements and fabrication/construction methods.
- Knowledge of tracking and sales data collection systems
- Knowledge of project and account management principals

**SKILLS****Must be able to:**

- make presentations
- negotiate
- make sales calls and cold calls
- close sales
- set and achieve goals
- analyze and understand client needs
- perform independent research to identify opportunities
- communicate effectively in both written and verbal form in both languages (French and English)
- be part of a team.

**PERSONAL QUALITIES**

- Persuasive
- Self-motivated
- Initiative
- Perseverance
- Business acumen
- Team player

Salary based on experienced + sales package structure currently in place.

Please send your CV to [guyanned@expo.ca](mailto:guyanned@expo.ca).