



<b>POSITION TITLE:</b>	<b>Client Manager (Sales)</b>	<b>START DATE:</b>	October 6, 2020
<b>REPORTS TO:</b>	President		
<b>DEPARTMENT:</b>	Centre for Career Innovation		
<b>EMPLOYMENT TYPE :</b>	Full-time		
<b>LOCATION:</b>	Remote, Toronto-based (flexible)		
<b>COMPENSATION:</b>	Base salary + Commission + Health/Dental benefits (following probation period).		

## ABOUT CHALLENGE FACTORY

Challenge Factory helps organizations thrive through times of massive change.

We work with leading organizations that want to be recovery ready, crave normality, and view disruption as opportunity. Our innovative, continuous learning approach to career and workforce development drives a more human-centric Future of Work.

The Centre for Career Innovation is a coaching and training platform within Challenge Factory that brings our innovative tools to workplace teams and leaders. The majority of the Centre’s programs focus on helping managers and leaders shape the future of work for their organizations (B2B). There are also programs and services focused on individual career changers (B2C).

We believe in:

- hyper collaboration: we see creative partnership opportunities at every turn and know how to make them work
- co-creation: we lend our knowledge and expertise to build the Future of Work together with our clients
- capacity building: we develop talent trailblazers and resilient organizations who capitalize on today’s changing workplace

## PURPOSE / ACCOUNTABILITY

You are smart, savvy with technology and an exceptional communicator with a passion for building lasting client relationships. You are self-starting and comfortable selling complex services to corporate and government clients. You enjoy the creativity, flexibility, and camaraderie a small company can offer and have a passion for developing and building business.

This position is accountable for growing our career and leadership-focused coaching and training programs. Working with other company leaders, you will set the sales strategy and represent Challenge Factory’s coaching, training and research services in the marketplace. You build deep, lasting relationships and partnerships that deliver value.

## KEY DUTIES & WORK EXPOSURE

This role is focused on achieving results in the following areas:

- Identifying, pursuing and closing new coaching and training clients.
- Reviewing existing client relationships and expanding revenues by identifying new coaching and training opportunities.
- Perform cost-benefit and needs analysis of existing/potential customers to meet their needs
- Complete market research and monitor competitor activity within the coaching/training market in Canada and internationally.
- Support the Challenge Factory team initiatives related to marketing, research and consulting programs.

## Role Description: Client Manager



- Meeting or exceeding new client, revenue and/or profitability targets as agreed.
- Helping determine pricing schedules for quotes, promotions, and negotiations.
- Working with clients to provide continual support through their programs.

## ORGANIZATION IMPACT & INFLUENCE

This role requires strong sales and interpersonal skills and an ability to develop strong working relationships in a busy and virtual environment. This role sets the pace and tone for all sales activities. It also leads sales out he primary relationship for this role will be with the president and marketing manager. However, interaction is necessary with the other members of the team.

## PEOPLE/TEAM LEADERSHIP RESPONSIBILITIES

This role may supervise sales or marketing-focused team members and/or hire additional team members.

## KNOWLEDGE, SKILLS & EXPERIENCE

- Highly motivated and target driven with a proven track record in sales, ideally in a consulting/education setting
- Understanding of the sales process and dynamics.
- A commitment to excellent customer service.
- Excellent written and verbal communication skills.
- Superb interpersonal skills, including the ability to quickly build rapport with both customers and suppliers.
- Competency in Microsoft applications including Word, PowerPoint, Excel, and Outlook. Working knowledge of CRM systems. Experience with Thinkific preferred.

## EDUCATIONAL REQUIREMENTS

- Education or related experience in business, marketing, or related field.

## CULTURAL DIVERSITY

- This position is in Toronto and does not have any specific travel or language requirements other than fluent proficiency in spoken and written English. French language skills are an advantage.

## WORKING CONDITIONS

- Fast growing small business where strategy shifts and expands as the market grows. Extended periods of independent work, analysis and listening, balancing multiple tasks and filtering out distractions are all regular aspects of the job.
- The team works remotely with regular interaction at the Centre for Social Innovation (720 Bathurst Street) and this role must be disciplined to ensure weekly tasks and targets are met.
- There is no anticipated travel in this role

## WORKING REQUIREMENTS

Access to computer with following programs, applications and hardware:

- MS Office
- Zoom
- Webcam