



Job Title: Account Manager
Organizational Unit: Business Development
Division: Business Development & Corporate Services
Location: Moose Jaw

Short Description

As the Account Manager, you will be responsible to work with new and existing customers to identify and qualify business opportunities while building and maintaining long term relationships and ensuring a high level of customer satisfaction and commitment. Working in a multi-functional team environment, this employee will gather information, coordinate development of business proposals and work with customers throughout the sales cycle. You will act as the internal customer advocate, proactively identifying customer needs, gaining commitment and recommending solutions to aid in achieving corporate growth targets.

Job Duties

Develops a working relationship with new customers throughout the sales cycle through face-to-face contact, regular meetings and/or other means to gain an understanding of customer needs, both current and future, as well as expectations. Analyses and aligns those needs and expectations with SaskWater's service options. Participates and advocates on customers' behalf to internal multi-functional teams to ensure customer needs and expectations are met and recommends customer solutions that are consistent with SaskWater's goals, including corporate profitability and growth targets. Maintains an ongoing relationship with the customer throughout a sales cycle that can extend over several years through effective customer communication. Maintains high levels of customer satisfaction. Formally negotiates customer contract details. Identifies new sales opportunities using various sales and marketing methodologies. Ensures corporate awareness of required resources and service delivery expectations.

Undertakes account management responsibilities for existing and new portfolios and maintains regular contact with existing customers to ensure awareness of any additional customer needs resulting in up-selling or cross-selling opportunities. Communicates effectively so customers have a clear understanding of corporate processes, policies and mandate and builds and maintains quality working relationships with the customer. Provides timely responses to internal (within SaskWater) and external customer issues and inquiries. Follows-up on corporate commitments to ensure a high level of customer satisfaction is achieved. Recommends revisions to service contracts where appropriate.

Provides input into the annual growth strategy and work unit business plan. Monitors client satisfaction on active projects to ensure ongoing service delivery is meeting client satisfaction objectives, agreement compliance and to ensure customer issues are acknowledged, documented and addressed. Provides input into Business Development's marketing program and communicates said program to customers and the general public.

Participates in the corporate contract administration processes by ensuring contract information is accurate. Monitors agreement compliance; liaises with customers as required to relay pertinent and timely contract administration information and responds to applicable inquiries and works with corporate staff to answer questions. Provides assistance as required.

Attends and participates in trade shows to increase awareness of SaskWater's products and services and to stay current with business trends; makes public presentations on SaskWater's mandate and services; participates on internal multi-divisional and related external committees as assigned and undertakes other assignments as required.

Qualifications

To qualify, you will have a degree in Commerce or Administration and four years of progressively more responsible experience in account and project management, relationship building and sales. You are confident and self-assured and have superior communication and presentation skills together with strong negotiation and problem-solving skills. Experience working in municipal and/or First Nations environments or knowledge of decision-making in these environments is an asset. Project management experience will be considered an asset.

Where the minimum educational requirement is not met, an equivalent combination of training, knowledge and experience will be considered.

A valid Saskatchewan driver's licence is required.

Special Requirements: *The position requires the incumbent to undergo a Criminal Records Check.*

Application Deadline

May 25, 2017

To Apply

Please indicate where you learned of this opportunity and send a resume and cover letter to:

SaskWater
Human Resources
200 - 111 Fairford Street East
Moose Jaw, Saskatchewan S6H 1C8
Fax: (306) 694-3207
Email: hr@saskwater.com

SaskWater offers competitive wages and an attractive benefits package. We would like to thank all applicants for their interest; however, only those selected for an interview will be contacted.

SaskWater values workplace diversity and is committed to maintaining an inclusive and respectful workplace.

