

WORKPLACE SAFETY AND PREVENTION SERVICES JOB POSTING

JOB TITLE: Health and Safety Account Manager (** must be bilingual)

LOCATION: Home Office

REGION(S): Ottawa

OF POSITIONS: 1

ROLE:

Reporting to the Territory Manager, this position is responsible for managing customer health and safety needs, growing customer reach and achieving objectives within existing customer accounts, as well as growing the business within the territory. Acting as a business partner with management at external organizations, the Account Manager develops and executes upon customer plans for assigned accounts, provides insights and expertise regarding Occupational Health and Safety within the WSPS sectors (Agriculture, Service and Manufacturing) and identifies opportunities to implement WSPS solutions to meet customers' needs. Building deep relationships and having a strong pulse on customers' business objectives is critical to success in this role.

The Account Manager is responsible for communicating and representing customer needs internally and working collaboratively with the functional teams. Playing a project management and coordination role, the Account Manager will work to ensure the effective transition from proposed solution to delivery, and ensures successful implementation. This role will manage and follow up with customers in a timely manner to ensure needs are met. This role is responsible for delivery of territory team people, process, customer and financial targets as well as growing and nurturing relationships with new and existing customers.

KEY RESPONSIBILITIES

Note: Percentages refer to approximate % of time spent on each area, over the course of a given year

1. HEALTH & SAFETY RELATIONSHIP-BUILDING (50%)

- Maintain and deepen relationships with new and existing customers by understanding the customer needs and aligning appropriate H&S solutions or partnership offerings to meet customer's desired outcomes
- Prepare and present effective proposals to new and existing customers (including RFP presentations) to deliver business/health and safety solutions in compliance with opportunity management process, service agreement, and master price list.
- Engage in discussions on strategic health and safety topics at various levels with a customer/organization
- Accountable for driving customer engagement activity and sales growth and meeting established territory targets
- Engage and maintain a portfolio of customers and document those engagements/activities in Customer Relationship Management system
- Ensure successful planning, implementation, and delivery of H&S solutions
- Update plans with the Territory Manager on a regular basis to review customer plans and sales goals
- Take steps to ensure contracts have been scoped appropriately (i.e. pricing, deliverables) seeking input and support from Territory Manager when needed

- Prepare/negotiate cost effective contracts (including quotes, costing estimates, proposals) under WSPS guidelines in collaboration with the Territory Manager and Consulting Services Manager
- Promotes and represents WSPS at events/speaking engagements, webinars, and trade shows and effectively serves as a 'brand ambassador' in the market
- Enlist support from and collaborate with other WSPS stakeholders when needed to help support significant opportunities
- Follow up regularly with customers to ensure ongoing satisfaction
- Mentor and coaches other staff in account management capacity (formally and informally), and collaborate with account representatives in customer engagements as directed by the Territory Manager

2. PLANNING AND PROJECT MANAGEMENT (30%)

- Understand the customer's needs and develop plan(s) to meet those needs in collaboration with internal stakeholders, as necessary
- Monitor business and sector trends and identify potential opportunities with new and existing customers
- Support the development of master plan by providing data, insights, and market intelligence to Territory Manager; ensures customer plans are aligned to the master plan.
- Develop master plan initiatives aligned with strategic direction of the territory and the business, for new and existing customers.
- Can effectively articulate WSPS' value proposition in support of the customer's business growth
- Ensure successful planning, implementation, and delivery of H&S solutions including the creation of detailed work plans when necessary based on customer needs
- Establish and manage important milestones and leading or lagging indicators to measure the success of project execution, including follow up at project completion to ensure all deliverables are met satisfactorily
- Using project coordination/management techniques, assist and take leadership role in completing assigned projects
- Maintain strong relationships with project teams to ensure high customer satisfaction

3. INTERNAL TRANSITION, SUPPORT AND ADMINISTRATION (20%)

- Maintain strong relationships with delivery teams to ensure high customer satisfaction
- Leverage other internal resources and stakeholders when needed
- Keep current on WSPS product and service solutions/offerings as well as emerging H&S trends and industry trends; communicate potential new opportunities including new products and services for customers, to the managers
- Utilize established internal processes (i.e. Customer Relationship Management (CRM) and other databases) to support the customer with the implementation of health & safety solutions
- Actively participate in Pillar work and support pillar initiatives to eliminate losses and continuously improve internal processes.
- Respond to internal and external inquiries while meeting organizational service standards
- Apply time and priority management techniques to effectively address administrative demands
- Maintain home office files, materials, equipment, and office environment
- Ensure the proper and secure storage of information and documentation
- Other duties as assigned

4. CONTRIBUTES TO A HEALTHY AND SAFE WORK ENVIRONMENT (at all times)

- Adheres to WSPS policies, procedures, process fact sheets, guidelines and business rules established in the WSPS Quality Management system which ensures the achievement of our quality goals
- Contributes to promoting a healthy and safe culture, and links efforts to the WSPS quality management system approach (Plan, Do, Check, Act, Continuous Improvement Cycle)
- Acts as a role model internally and externally by demonstrating knowledge of health and safety and wellness practices.

KNOWLEDGE, SKILLS & EXPERIENCE:

Minimum:

- 3-5 years related industry experience
- Strong sales, business, and account management experience or skills
- Strong project coordination skills
- Relationship-building, listening, and presentation/facilitation skills
- Ability to work with a team to cultivate customer relationships
- Strong oral & written communication skills
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
- Experience developing sales plans
- Have a thorough understanding of Health and Safety, including legislation, regulations, standards and best practices
- Thorough understanding of a Management Systems Approach
- Valid Driver's License
- Access to a vehicle that meets minimum MTO safety standards
- Maintains home office in a safe manner
- Applicants will be required to provide an original criminal background check at their own expense prior to commencing work with WSPS. The criminal record check document must have been issued no more than 30 days prior to first day of employment.

Preferred:

- Bachelor's Degree in Health and Safety or related discipline and/or equivalent experience
- CRSP/CRST, CMC, CHSC and/or PMP
- 5+ years related industry experience
- Project Management skills

Additional Requirements:

- Vaccination: In response to the COVID-19 pandemic and the direction provided by public health authorities, Workplace Safety & Prevention Services requires all new employees to be fully vaccinated prior to their start date. If you are the selected candidate, you will be asked to first attest your vaccination status at the reference stage and will then be required to submit proof of vaccination or request accommodation for a legitimate medical, religious reason or other human rights-based grounds at the offer stage as part of the offer process
- Reliability Security Clearance will be required

APPLICANT INFORMATION

Deadline for Application: October 29, 2021 @ 4:00 PM

Applications are to be forwarded to Human Resources at: careers@wsps.ca

Complete application will include: Cover letter & Resume referencing the job title in the subject line

WSPS is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, WSPS will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

We thank all those that apply, however, only those selected for further consideration will be contacted.