



Innovative and relevant solutions for the crisis of stuff

Account Manager (North America)

The story of Bank and Vogue is one about following your passion and beliefs, creating opportunities for our suppliers and customers, and building a great family-based business. Most importantly; however, the purpose of our business is to develop *Innovative and Relevant Solutions for the Crisis of Stuff*. We aim to find new homes and purposes for the many consumer goods that people throw out or recycle.

We are a multi-cultural team that cares about the charities and global customers we support and believe that the work we do makes a difference. We strive to create a family-friendly work culture committed to customer service excellence, hard work, and having fun. We are creative, innovative, and open minded. We embrace diversity; we are inclusive, cross cultural and global. We enable people to grow, learn, discover and contribute meaningfully.

The Opportunity

For this entry level role based out of Ottawa, Ontario, we are looking for an energetic, keen, and well-organized Account Manager to support the growth and development of our Account Management Program, with a focus on the sale and purchase of consumer goods. The Account Manager will be primarily responsible for qualifying and nurturing new inbound and outbound leads ultimately resulting in the management of a dynamic account list.

Reporting to the Sales and Purchasing Manager, responsibilities include:

- Prospecting leads
- Filtering and qualifying leads resulting in conversion to an account
- Building new business relationships using existing industry contacts
- Building and maintaining data using our online CRM tool to track all activities
- Working closely with Sales and Purchasing team members to provide information related to new buying or selling opportunities
- Participate and contribute to the knowledge sharing and development of the Account Management team through the Account Manager mentorship program
- Building new business relationships using the company's existing industry contacts.

The ideal candidate will possess the following attributes and experience:

- Experience or exposure to tele-sales and/or cold calling in a call centre environment
- Proven customer service skills excelling at building and maintaining account through distance relationship electronically and by phone
- Excellent command of English – both written and spoken
- Second language proficiency in Spanish is required
- Experienced negotiator with effective problem-solving skills
- Excellent organizational and analytical skills, as well as keen attention to detail
- Ability to collaborate with a team, as well as work independently
- Collaborating with internal departments to facilitate meeting customer needs
- Ability to show initiative and to proactively set & adjust, priorities as needs change
- Strong computer skills and experience with MS Office
- Experience in CRM systems is a valuable asset

If you are interested in being part of a unique industry and looking for an interesting and challenging opportunity we want to hear from you! Please send your cover letter and a resume to careers@bankvogue.com with reference to posting **AM 2018**. Due to the high volume of applications, we will only contact those individuals that are invited to interview.

Bank & Vogue Ltd respects the dignity and independence of people with disabilities and provides accommodation and support to persons with disabilities throughout any recruitment process, once made

aware of a need for accommodation. If you require any special accommodation or support during the recruitment process, please indicate in your email to us.

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