



# Client Relationship Manager

Bargains Group – TORONTO, ON

## Job description

### About Bargains Group:

The Bargains Group is an award winning Canadian owned and operated company founded in 1988. We are a wholesaler serving Retailers, Non-Profits, Charities and Social Service Agencies including Salvation Army, Canadian Mental Health Association, Red Cross, United Way Member Agencies, and thousands more.

Over the past 30+ years, we have created a fast paced, purpose driven culture focusing on making positive impact!

### About Kits for a Cause:

Kits for a Cause is a division of Bargains Group and is a Canadian-founded social enterprise that creates meaningful engagement for groups looking to give back while providing charities with essential supplies that they need across North America.

Kits for a Cause connects individuals and companies to local charities and provides them with a tailored team building activity and/or corporate giving program. They make it fun, easy and accessible and ensure that the experience is turnkey, down to providing the handpicked essential items for each charity partner.

We are a for profit for purpose company and are on a mission to make meaningful and impactful volunteer and donor engagement programs, one *Kit* at a time!

### About the position:

This role is preferably an in person position. You will be working at our flagship Toronto offices from Monday to Friday. We need an incredibly organized, self-motivated, multitasking, passion-driven individual, with a professional demeanor and excellent communication skills. Someone who has great problem-solving skills and pays high attention to detail and loves making impact will be a great fit.

## **Responsibilities:**

- Oversee and build Non-Profit / Charity account relationships and act as a point of contact for organizations across Canada.
- Understand the unique needs of each organization and program to offer appropriate product solutions.
- Educate, explain and ensure each client knows about our 3 donation programs.
- Ensure that all appropriate and necessary follow-ups are performed, including existing clients and dormant clients from our database.
- Have a flair for engagement and conversation to expand our ever growing customer base in the Non-Profit sector.
- Ensure all departments, locations and affiliated branches know how we can help.
- Liaison with the purchasing team and inform them about current needs of the clients.
- Manage and update client contacts and interactions using a CRM system.
- To meet and exceed individual and team sales goals and standards.
- Any additional tasks required.

## **Qualifications:**

- Account management, relationship management and business development experience
- Charitable fundraising experience is not necessary but would be a bonus
- Love working in a fast moving environment and friendly culture, no day is ever the same!
- Keen eye for detail and ability to stay organized while dealing with competing priorities and tight turnarounds.
- Strong verbal and written communication skills.
- Ability to manage a pipeline of 20+ opportunities at any given time.
- Easy to adapt and be flexible to the needs of clients and the sector, while establishing an opportunity.
- Proven success in re-establishing dormant accounts.
- Purpose driven individual who understands the power of our program and the opportunity at hand; the more successful you are in the role, the more positive impact you'll create.
- Ability to be professional and flexible; able to work with small to large organizations, Non-Profits, Charities and Donors.
- A team-player who loves helping people and making a difference.

## **Bargains Group / Kits for a Cause Team's Core Values are:**

- We consciously care ( *we give a sh\*t*).
- We are community builders.
- We make a positive impact.

*If these core values speak to you, we want to hear from you!*

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