

## JOB POSTING: Senior Account Manager

Stratcom – an award-winning Canadian fundraising firm – seeks a Senior Account Manager whose principal responsibilities will be client/account management and program delivery for some of Canada's most prominent and effective charities – as well as for managing sales, and sales leads, to help grow Stratcom's fundraising business. Senior Account Manager is a full-time remote/hybrid management position in Stratcom's fundraising department and reports to the Vice President, Fundraising or Designate.

### The main responsibilities will include:

#### Client Management

- Maintaining relations with assigned client book.
- Regular communications regarding active, upcoming, and potential work -- always with an eye to increasing clients' current work with Stratcom and maximizing the results of the company's work for them.
- Maintaining a high service standard including proactive communications and prompt responses

#### Program management

- Managing active telemarketing (or other fundraising product) programs for assigned clients.
- Includes, but not limited to: script development, data strategy, list segmenting, results analysis, comprehensive reporting to clients, etc.
- Strict adherence to workback schedules
- High focus on program performance, proactive interventions to maximize results.

## Sales and Marketing

- Overseeing an assigned book of sales leads, systematically attempting to pitch and close new fundraising work for Stratcom.
- Production of PowerPoint decks, cost/revenue projections, and proposals
- Contributing to RFPs
- Marketing work might include: generating case studies and blog content, attending/speaking at conferences working, and more.
- Product and professional development
- Contribute to the development of new (or coming soon) Stratcom Fundraising products; such as SMS services, digital lead generation, and legacy appeals

## Internal

- Attend internal meetings, including but not limited to: sales meetings, production meetings, departmental meetings, and caller briefings
- Track time weekly;
- Other departmental duties as required.

## The successful candidate will have the following qualifications:

- 3+ years of fundraising and client management experience, ideally in the not-for-profit sector
- tele-fundraising/call centre experience
- Sales experience
- Outstanding communications skills and the ability to work as part of a team and independently
- Highly organized, with proven time management skills, motivated and dedicated to ensuring seamless client service

- Excellent computer skills, (MS Office including Microsoft Word, Outlook, Excel, Powerpoint)
- Excellent written and oral communication skills in English
- Strong and proven attention to detail
- Professional demeanor. Ability to prepare and present materials to: clients, potential clients and target audience groups. Able to remain calm in stressful environments and when dealing with groups of staff or clients at a time.
- Ability to speak, read or write in French an asset but not a requirement

This is a full-time position requiring some flexibility in hours, including occasional evening and weekend work, and ability to travel. This position will be between \$75k and \$95k depending on experience, and has the opportunity for advancement.

We are committed to workforce diversity and actively recruit people with diverse backgrounds, experiences, and perspectives, which reflect the communities in which we live and work.

Stratcom has an accommodation process in place. Employees requiring accommodation because of a disability or medical need are asked to make their needs known in advance.

We provide an excellent employee benefit package. To apply, **please send your cover letter and resume by end of day, March 29, 2024** to [careers.hr@stratcom.ca](mailto:careers.hr@stratcom.ca)

*We thank all interested applicants, but only those selected for interview will be contacted.*