

JOB DESCRIPTION

Relationship Manager

About Wavelength

We provide communication skills training courses to some of the largest companies across Canada and the United States. We're passionate about clarity, obsessed with quality and dedicated to helping our clients achieve success through their documents, presentations, and meetings.

About the Role

We are looking for a relationship manager to join our team. You are a self-starter with B2B sales experience. You have experience with consultative selling, and you share our mission to change the way the world communicates.

At Wavelength, you work with dynamic colleagues - experts in their fields - who are eager to share their knowledge, inspire you, and help you reach your potential. Every day, you'll have new and exciting opportunities to help our clients, who are at the heart of everything we do.

As a relationship manager, you are responsible for turning opportunities into business. You grow your network and uncover opportunities by proactively letting them know how we can help them communicate with greater success and confidence. You also manage leads we provide. You work with our administrative, instructional design and facilitation teams to make sure your clients are delighted with our services, return for more and recommend us to their peers and colleagues.

If you feel the fit after reading the job description and requirements below, have proven success growing accounts, and share our passion for improving communication skills, we'd love to talk to you about joining the team. Maybe this opportunity is not for you, but you know someone else who would be a great fit. If so, please pass this along and encourage them to apply.

Responsibilities and Duties

Develop and manage sales opportunities

- Qualify incoming leads
- Prospect for new business, including within our existing client lists
- Build long-term relationships with clients
- Move qualified leads through sales process to close
- Write proposals for prospects and clients
- Project manage to complete larger proposals and RFPs

Manage client relationships and re-engage past clients

- Write client contracts and project agreements
- Manage client projects, such as consulting work and custom courses
- Develop strategies to create repeat business, such as cross-selling and upselling
- Complete client review meetings
- Track, review, and update client documentation, such as MSAs and NDAs

Sales operations

- Attend weekly meetings with your manager
- Attend team meetings to learn and share sales challenges and successes
- Document activities in the CRM
- Collaborate with our team of designers, trainers, and administrators to ensure projects are successful
- Contribute to product development by sharing what you learn from the market and your clients

Facilitate courses

- Optional, an asset. Some of our current relationship managers sell AND deliver our courses

Qualifications and Skills

- Bachelor's degree
- Excellent communication skills (writing and presenting)
- Questioning and probing skills
- Consultative selling experience to ensure clients buy what they really need
- A background in B2B sales or training, ideally both
- Proven experience generating new business and building existing business
- Attention to detail and organized
- Self-motivated, flexible, and able to manage multiple projects

Wavelength is committed to being sustainable. We are a remote business, with team members located across Canada and the US.

If this description fits you, we invite you to send your resume with cover letter to careers@wavelength.training. You'll hear from us if you meet our qualifications.