



Employment Opportunity- Corporate Relations Officer

Job Overview

Reporting to the Director of Sales and Marketing, the successful candidate will be responsible for increasing Sales and Services including customer base, implementation of effective customer retention strategies and to provide outstanding Customer Service to new and existing customers. Maintain a high level of professionalism in working with team members, clients, and community. Contribute to the overall productivity, efficiency, and profitability of Aski Financial and TWCC.

Qualifications and Experience

- Post Secondary Education with a diploma/certificate in Marketing and/or related field or equivalent combination of experience and education;
- Excellent communication and interpersonal skills;
- Energetic, self-motivated, and results-oriented;
- Knowledge of the financial services industry;
- Must be able to work independently under fast paced and at times intense conditions with minimal or no supervision.

Summary of Accountabilities

Sales/Growth

- Present and sell company products and services to current and potential clients;
- Prepare marketing action plans and schedules to identify specific targets and projections of contacts to be made;
- Follow up on new leads and referrals;
- Identify sales prospects and contact these and other accounts as assigned;
- Prepare presentations, sales proposals, and sales agreements;
- Develop and maintain sales materials, campaigns, and current product knowledge;
- Develop and implement special sales activities to increase volumes;
- Establish and maintain current client and potential client relationships;
- Prepare paperwork to activate new Employer Partner and Card Agreements;
- Manage account services through quality checks and other follow up - Retention;
- Prepare a variety of status reports including, activities, closings, follow up and adherence to goals;
- Participate in marketing events such as conferences/seminars, trade fairs, and assemblies;

Customer Service

- Responsible to provide quality customer service internally and externally;
- Identify and resolve client concerns;
- Assist in follow up of collections when required;
- Handle customer enquiries and concerns by personally working towards resolution or making referrals when necessary;
- Maintain quality client relationships with Employer Partner representative, payroll staff and/or community/employer designates;
- Participate in community presentations or visits when required;
- Promptly respond to customers internally and externally.

Teamwork & Innovation

- Make recommendations when appropriate to enhance service, processes, procedures;
- Participate in strategic planning and implementation of any new organizational strategies;
- Ensure fiscal responsibility is considered in all aspects of carrying out responsibilities and duties;
- Coordinate other staff to accomplish the work required to close sales;
- Participate and contribute to Aski Financial and TWCC overall profitability;
- Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity to appropriate staff;
- Perform other duties as required.

Travel is required. Salary will be based on qualifications and experience.

Please submit an application and cover letter, including three references to attn: Corporate Relations Officer Competition, 419 Notre Dame Ave., Winnipeg, Manitoba, R3B 1R3 or Email: resumes@twcww.mb.ca

Closing date for applications is **April 8, 2011 at 5:00 p.m.**

We thank all those who apply. Only those applicants selected for an interview will be contacted.