

**Job Title: Client Experience Manager**

**Employment Type:** Full-Time (Monday- Friday)

**Reports to:** *Manager, Sales and Growth*

**Business Unit:** IST

**Department:** Client Experience Team (Sales Department)

**Overview/Summary:**

The Client Experience Manager is pivotal in driving customer satisfaction and business growth. This role requires high motivation, adaptability, and an entrepreneurial spirit. You will manage customer service and sales activities, ensuring clients are well-informed about training opportunities and their satisfaction is guaranteed. The successful candidate will thrive in a dynamic environment, excel in building trust, and deliver exceptional value to customers.

**Success in the Role:**

- Customer Satisfaction Rate: Maintain a 90% satisfaction rate.
- Lead Conversion: Achieve a 20% conversion rate of leads to clients.
- Response Time: Respond to all inquiries within 24 hours.
- Recertification Compliance: Ensure 95% of clients complete necessary recertifications on time.
- Customer Retention: Maintain a client retention rate of 85%.

**Key Responsibilities:**

**Customer Care and Satisfaction:**

- Develop and implement client care strategies to establish the company as the preferred choice for clients, ensuring that our brand evokes trust and integrity
  - Collaborate with clients to ensure satisfaction and offer additional services, fostering a culture of accountability and transparency
  - Manage communications about available training programs, including recertifications, public training, and special events.
  - Leverage customer feedback to continuously improve the customer experience, demonstrating a commitment to excellence and proactive problem-solving.
  - Stay updated with industry trends and best practices.
- Maintain a warm and welcoming environment that prioritizes client well-being and safety.

**Sales and Business Development:**

- Steward sales strategies that include ambitious targets and tangible goals
- Identify prospects through personalized emails, cold calls, and social selling.
- Build and maintain a database of business leads.
- Seek new opportunities through thorough market research and stay updated with industry trends and best practices.

- Forge business relationships with corporate entities and partnerships, embodying our values of integrity and collaboration.
- Develop promotional materials and campaigns.
- Represent the company at industry events and trade shows as needed.

**Reporting and Compliance:**

- Prepare regular reports on customer feedback and sales activities, ensuring transparency and accountability.
- Ensure compliance with company policies and procedures, upholding the highest standards of ethical conduct.

**Skills and Qualifications:**

**Required:**

- Extensive knowledge of sales and marketing techniques.
- Exceptional verbal and written communication skills.
- Ability to prioritize and focus on goal-oriented actions.
- Self-motivated and proactive with a persistent nature.
- Customer-oriented with the ability to adapt to different personalities.
- Intermediate proficiency in Microsoft Office and ability to learn specialty software programs.
- Strong analytical skills and critical thinking abilities.
- Excellent organizational skills and personal accountability.
- Proven track record of consistently exceeding sales quotas.

**Preferred:**

- Bachelor's degree in business, Marketing, or a related field.
- Experience in the health and safety industry.
- Knowledge of CRM software.

**Travel Requirements:**

- Occasional travel may be required for industry events and trade shows.

**Salary and Other Compensation:**

- **Wage:**
  - Wage: \$45,000-\$50,000 annually

**Health and Wellness:**

- Comprehensive health insurance, including medical, dental, and vision coverage.
- Mental health support and access to wellness programs.

**Work-Life Balance:**

- Generous vacation time, starting at Two weeks and increasing with tenure.
- Paid sick leave and personal days.
- Maternity and paternity leave benefits.
- No overtime required.

**Professional Development:**

- Access to training and development programs.
- Tuition reimbursement for further education.
- Professional membership fees covered.

- Opportunities for career advancement within the company.

**Additional Perks:**

- Employee assistance programs (EAP) offering support for personal and work-related issues.
- Discounts on company products or services.
- Social events and team-building activities organized by an active social committee.
- Company-provided shutdown between Christmas and New Year's Day for a well-deserved break.

**Company Culture:**

- Inclusive and supportive workplace environment.
- Business casual dress code.
- Professional development and continuous education opportunities.
- Dynamic and respectful workplace where everyone's voice is heard and valued.

**Application Process:** To apply for this position, please fill out the application via the attached link on our website: [IST Employment](#)

**Contact Name:** Sheena O'Grady

**Email:** [sheena@istcanada.ca](mailto:sheena@istcanada.ca)

**Date Posted:**

**Industrial Safety Trainers Inc.** 219 Saunders Road, Barrie, ON, L4N 9A3

Ph. (705)792-0128 Toll Free: (800)219-8660

[www.thesafetybus.com](http://www.thesafetybus.com)