

Senior Manager, Client Services

Who We Are

Advantage partners with the world's most ambitious suppliers and retailers to enrich business relationships and accelerate success. Advantage is a global expert in business measurement and benchmarking. Our benchmarks form the platforms for enriched relationships. We deliver independent insights that highly competitive suppliers and retailers need to step up to today's challenges, strengthen their business relationships and unlock growth and profitability that would have been inaccessible otherwise.

Who We Need

We are looking for a passionate and enthusiastic Senior Manager, Client Services to join our Canadian Client Service Management Team. Reporting to the Senior Director, the Senior Manager, will champion the execution of our market research programs to our clients. We are looking for someone who is data savvy who will provide our clients with superior service and actively participate in business development and sales initiatives.

What You'll Do

- **Management of Programs:** In conjunction with the program support teams, direct and/or contribute to executing key steps in the process of program delivery, which includes but is not limited to: finalizing questionnaire mailing lists, creating specification documents, developing presentation chart templates, data quality checking and verbatim editing; report analysis and preparation. This position must demonstrate effective and efficient time management skills ensuring timely execution of program deliverables against established milestones; facilitate team communication by organizing regular status meetings; and conduct analysis of program results and delivery of client reporting. You will be expected to be proactive in evolving and developing the program through understanding client wants and needs and Advantage International capabilities.
- **Development and Management of Reporting:** Develop templates for reporting to clients and work with the Operations team in the development of the requirements to produce these reports; Prepare and analyze consolidated global reports at the completion of individual market programs; Participate in and/or lead presentation of results to both global clients and retailers/customers and follow-up on subsequent information requests.
- **External Relationship Management of Clients:** Responsible for overall relationship with program suppliers and retailers. This will include; growing programs by maximizing client participation and growth opportunities, providing input to design of marketing materials, participation in and eventually leadership of sales calls, and involvement in industry associations/conferences, and reporting of results etc.
- **Support in Negotiations:** Prepares back-up schedules on client program participation, pricing and coverage; and helps support contract negotiations.

- **Internal Relationship Management:** Provide direction to and indirectly supervise junior staff and other members of the program support team: information systems, marketing, coordination, qualitative research interviewers, etc.
- **Quality Assurance:** Accountability for the overall quality of the Canadian programs in both management and client delivery; leads and/or participates in project teams for internal improvement initiatives.
- **Other:** Takes every reasonable precaution in the health and safety of workers. Provides back-up support by completing duties as required to meet the needs of the organization.

What We're Looking For:

- Experience in key account management, marketing or market research in a business-to-business environment
- Stellar business communication skills with senior level clients
- Dynamic presentation abilities to small and large groups
- Excellent Project Management Skills
- Ability to establish and maintain cooperative relationships with all Advantage International staff, Clients, Sponsors, Retailers, etc.
- Post-secondary degree or diploma in Business
- 5+ years supervisory experience within the market research, benchmarking or packaged goods industry
- Familiarity with Advantage International programs/processes is a nice to have

Your Characteristics:

You must have:

- In depth knowledge of CPG industry
- Sound judgment in resolving conflicting priorities
- Attention to detail and organizational skills

Why Should You Work for Us?

Advantage offers an excellent work-life balance, including the following:

- Competitive salary and benefit package
- Central downtown location near King subway station
- Friendly and open caring culture: social events, comfortable work environment
- Passionate team members who care

To apply, send your cover letter and CV to our Human Resources Team at resume@advantagegroup.com

We thank all applicants, but only those with relevant qualifications will be contacted.