

Bilingual Sr. Account Manager (International Education)

Reference No.: 1D07B
Language: Advanced English, Advanced French
Location: Ottawa-Ontario
Salary: 70K - 75K
Benefits: Included
Account Manager: Marijke Kanter
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Job Type: Contract

Description

Do you enjoy travelling? Are you energetic and outgoing, and do you love to meet people? Can you engage an audience to promote, educate, and support programs? If you answered yes to all of these, please read on! Looking for an experienced Bilingual (French & English) Sr. Account Manager/ Program Manager with experience within the International Education field and/or Mental Health initiatives in a campus environment. The ideal candidate for this role will be fluent in English and French, highly client-focused, and strategic in relationship management. They must be confident in leading client interactions, data-driven in decision-making, and proactive in driving program awareness and engagement. You'll use your expertise in program coordination and relationship management to implement and support initiatives at institutions across Canada, driving mental health awareness and engagement through orientations, workshops, and strategic communication. This is a full time role involving 40% of travel across North America (mainly Canada, Ontario & Quebec) and close collaboration with a dynamic team. You will receive a Company Credit Card for travel expenses. Reimbursement for mileage. Must have valid drivers license. Must be based in Ontario - ideally in Ottawa area. This is an 18-month contract position. Salary 70K - 75K, full benefits & RRSPs after 6 months.

Responsibilities

Program Coordination & Relationship Management

- Lead new client implementation: Implementing, launching, and supporting the program at various institutions across North America (predominantly Canada), sometimes simultaneously.
- Drive ongoing awareness and engagement with students: Drive awareness and engagement with the program through various initiatives, including orientations, focus sessions, safeTALK workshops, marketing, communication, etc.
- Data reporting: Creating usage summary and trend analysis reports for clients at regular intervals
- Education and training for staff & faculty: Lead client-facing activities, including presentations, orientations, process training, and stakeholder meetings.
- Project leadership: Leads and contributes to projects and initiatives as directed by the Program manager and/or Program Director.

Relationship Management

- Develop and implement engagement and communication strategies: Identify long-term program engagement goals and develop engagement and communication strategies in collaboration and partnership with the school that meet those goals. Then, implement the changes and interventions to ensure goals are achieved.
- Measure client satisfaction: Nurture constant feedback loops through surveys, anecdotes and data to assess program implementation strengths and identify areas for improvement to ensure client satisfaction.
- Foster cross-collaboration to support client success: Collaborate with and support the Executive team, Sales team, Suppliers, Partners, Admin team, Ambassadors, etc.
- Support stakeholder engagement: Support client-facing activities, including presentations and leading stakeholder meetings. Build relationships with executive leadership.
- Foster organizational values: Engage with team members and partners in a way that demonstrates the organizational values - Collaboration, Integrity, Well-being, Empathy, Approachability
- 40% time includes travel almost exclusively in North America

Sales

- Drive client retention: Develop a consultative relationship with each partner and work to promote client retention
- Conference participation and leadership: Organize and/or attend conferences and other events to promote the program
- Partnership expansion: Lead conversations around expansion opportunities in coordination with Program Manager and/or Program Director
- Support sales cycle: Lead sales meetings, help manage the initial stages of the sales cycle, and/or provide feedback or content for RPFs and proposals

Professional Development

- Continuous self-improvement: Identify training and development opportunities for professional growth and skill building

Compliance

- Read, acknowledge, and comply with all policies and procedures of the business.
- Attend privacy and security training during onboarding process as well as annually thereafter.
- Any employee who becomes aware of an incident or potential incident that may result in the unauthorized access, use, copying, alteration, or disclosure of personal information that may be in the possession or control of the business, must immediately notify the Privacy Office.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Qualifications

- Bachelor's degree in business administration, project management, marketing, communications, or a related field.
- 3-5 years of experience in program coordination, relationship management, sales, or a similar client-facing role
- Must be fully bilingual English & French (verbal and written skills)
- Preferred Qualifications: Additional certifications in project management (e.g., PMP) or training and development would be an asset.
- Proven experience with developing and executing program/project management activities
- Excellent working knowledge of the International Education field and/or Mental Health initiatives in a campus environment
- Strong leadership and interpersonal skills with excellent verbal and written communication skills
- Build and maintain relationships with students and staff
- Deliver presentations & develop reporting materials for audiences at various levels
- Self-motivated, strategic thinker with an entrepreneurial spirit and ability to work independently
- Ability to work in a fast-paced environment and maintain flexible hours to support Account Managers, College & University Staff and Campus Ambassadors
- Solid teaming skills to work collaboratively in a positive, energetic and outgoing manner
- Comfortable adapting to new situations with the ability to perform well and problem solve in dynamic situations
- A strong attention to detail with the ability to multi-task
- Tech-savvy with experience using Microsoft Office (Word/Excel/Outlook - Intermediate, PowerPoint - Advanced) as well as social media
- Additional language capabilities and experience studying or working in another country is an asset