

JOB DESCRIPTION

TITLE: Account Executive

REPORTS TO: VP, Customer Engagement or Designate

Based in Western Canada, the Account Executive is the first point of contact for Customers and Members in Western Canada. The Account Executive is responsible for achieving the battery collections targets/growth, development, expansion, and retention of participant collectors and members. In addition, the Account Executive is responsible for the administrative management related to registrations, reporting and tracking of Environmental Handling Fee (EHF) revenue.

More specifically, the responsibilities are as follows:

1. Battery Collections Management (80%)

- a. Conduct frequent visits to collection sites and develop innovative programs with Customers to drive and meet/exceed the annual collections targets
- b. Acquire insights into customers through quantitative or qualitative data to determine ways to increase collection and business performance
- c. Work collaboratively across various departments to develop and execute strategies and plans. Optimize Member program participation to meet collection/diversion targets, including targeted outbound calls and other communications in a structured fashion
- d. Develop and Manage assigned accounts plans on an on-going basis
- e. Produce monthly and weekly collections reports and follow up on bulk shippers as required

2. Members Management (15%):

- a. Provide Member updates based on specified and established criteria on a regular basis
- b. Secure Members insights with a view to improving business performance/customer satisfaction
- c. Conduct frequent visits to assigned Members/Stewards to build and maintain positive relationships
- d. Develop Account Plan for each assigned Member
- e. Manage Revenue and Accounts Receivables for assigned Stewards in co-ordination with Finance Department
- f. Actively support Members utilizing the GreenTrax portal or any other platform and communicates the updates to all Members
- g. Recommend and participate in the improvement of tools and procedures (GreenTrax, CRM Infor, Microsoft Dynamics)
- h. Prepare documentation for the various meetings and attend appropriate Stewards/Members events and meetings
- i. Proactively recruit and secure new Members/Stewards based on a targeted, structured approach and manage new member registration process.
- j. Monitor marketplace and Identify “Free Riders “on an on-going basis.
- k. Manage/grow battery collections and achieve / surpass collection targets with Members who are battery collectors

Account Executive

3. Others (5%)

Support the VP Customer Engagement and other departments on Collector's Customer various programs and initiatives

Required Knowledge and Skills:

- a. Bachelor level in education or equivalence.
- b. Minimum of seven (7) years of senior administrative experience and account management involving a similar workload.
- c. Highly professional, customer service focused and able to effectively communicate at all levels of organizations both internally and externally, results driven with strong organizational skills, self-directed, detail oriented and able to follow up, analyze and appropriately solve problems.
- d. Able to excel in sophisticated and complex business situations, often working with confidential, sensitive and financial information.
- e. Experienced in the tracking, compiling and the reporting of various financial data, presenting results in professional manner for reports and meetings.
- f. Strong oral and written communication skills.
- g. A team player and able to work in a fast-paced environment. Adaptable, dependable and responsible.
- h. Highly skilled with the MS Office suite.
- i. Expected Travel for visits/meetings (up to 50%).

Working Hours & Location

40 hours/week – Canada West

Benefits

Health and Group RRSP

Contact:

Viviane Wans: vwans@call2recycle.ca