

Job Title: Client Manager

Department: Client Success & Operations

Location: Toronto

Hours: Monday to Friday 8:00 am – 4:30 pm

ComplyWorks Ltd. is a compliance management solution company with offices in Calgary, Toronto, and South Africa. As a global leader in compliance management, ComplyWorks actively works to bring innovative solutions to the marketplace, while retaining its focus on its clients. Since inception in 2004, ComplyWorks has continued to expand its offerings to cover the entire compliance lifecycle, from contractor management, through to workforce and worksite management.

Veriforce® is a recognized leader in delivering supply chain risk management and compliance solutions that help bring workers home safe each day. Our SaaS-based contractor management and compliance software solutions, along with our standardized safety training programs and library of over 400 training courses, empower leading organizations to drive safety and compliance down to the worker level and more effectively mitigate supply chain and regulatory risk. With the industry's largest safety and compliance network – comprised of 350 hiring clients, 25,000 contractor companies, 11,000 accredited safety trainers and authorized evaluators, and 1.5 million individual workers – Veriforce is relied upon for innovative risk management solutions that help connect safety-conscious companies with a safe and qualified third-party workforce and make job sites safer, more productive, and more efficient.

Position Overview

Reporting to the Manager, Client Services - Canada, the Client Manager is responsible for the implementation of solutions within our customers organizations and the development and maintenance of client relationships.

Job Duties

- Manage the implementations of solutions
- Meet assigned targets for profitable revenue generation and strategic objectives
- Provide scoping & design guidance to our internal teams to configure client solutions
- Ensure that assigned client accounts are set up and configured to accurately reflect the terms of the client's contract
- Provide guidance and suggestions to assigned clients on how to fully utilize the system
- Train the client's personnel as required on how to use all aspects of their ComplyWorks account
- Coordinate communication campaigns to engage client's suppliers
- Attend meetings with clients both remotely and in person
- Establish new contacts at assigned clients
- Engage clients to recommend new products/solutions and drive concept of Compliance
- Management with all departments
- Prepare documentation for review and authorization by assigned clients
- Set up and maintenance of electronic files and documentation
- Participate in Quality Assurance measures for client configurations
- Act as liaison between clients and other ComplyWorks departments
- Reports on account and client activity to management through reporting and team meetings

Required Skills

- 2-5 years of experience in client/account management, B2B sales, Supply Chain or HSE
- A post-secondary degree, diploma or other relevant certifications or designations
- Fluent in written and spoken English
- Strong customer service skills including positive attitude, consistency, customer-first mindset, professionalism, and efficiency
- Strong verbal and written communication skills
- Ability to apply product knowledge when recommending services

- High attention to detail with a focus on quality
- Proficient at problem solving and comfortable with resolving conflicts
- Must be very comfortable with Microsoft Office products (Outlook, Word, Excel, PowerPoint) and other technology
- Well-developed relationship building and teamwork skills
- The successful applicant must have a reliable vehicle and a valid drivers' license
- Fluent in written and spoken French, German or Spanish are an asset.

The successful candidate will have to undergo a criminal record check as condition of their employment.

This position works out of our Toronto office. Given the current circumstances, employee will be temporarily working from home. As working conditions return to normal, we are shifting to a hybrid working arrangement.

Applying

Please email a cover letter and resume to careers-cw@veriforce.com with "Client Manager" in the subject line. Position is open until it is filled.