



Job Posting
Account Manager – Canada Summer Jobs Program

Location: Remote but will be required to travel on Vancouver Island for meetings and events.

Salary: \$18/hour for 35 hours per week

Terms of Employment: Seasonal employment

Start date: April 2023

Island Good www.islandgood.ca is all about making it easy for islanders & visitors alike to find products made & grown in the Vancouver Island region (Vancouver Island & Rural Islands).

Job Summary

The position will support the Island Good team with the implementation of Island Good days in June 2023 and the planning of the Island Good Holiday Market in November of 2023. This position will also consult with the managers and volunteers at Farmer's Markets across the region to help them distribute and employ the Island Good at the market site.

Travel within the region for work will be required. Applicants will need access to a vehicle for this work; vehicle use will be remunerated at the standard BC government rate.

Our ideal candidate will have exceptional customer service skills and a passion for local products and supporting small businesses to thrive. Applicants should be comfortable working with spreadsheets, social media and professional applications.

Duties and Responsibilities

- Build and strengthen client relationships to achieve long-term partnerships.
- Maintain accurate client records within our CRM system.
- Work with the Island Good team to develop strategic marketing plans and ensure KPIs are being met.
- Market the Island Good initiative on social media platforms.
- Develop a thorough understanding of our products and service offerings to provide superior customer service to current and prospective clients.
- Meet regularly with other members of the team to discuss progress and find new ways to improve business.
- Identify upsell, cross-sell, and renewal opportunities and communicate with the Island Good team regularly.

Other Responsibilities:

- Ability to travel when necessary.

- Ability to handle high volume of pressure and last-minute requests with grace.
- Ability to work both independently and collaboratively with individuals at all levels.
- Administrative & other duties as assigned.

Qualifications:

- Eligible for Canada Summer Jobs
 - be between 15 and 30 years of age at the beginning of the employment period
 - be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment, and
 - have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations
- Proficiency and technical aptitude dealing with MS Office and other Cloud applications such as Google Docs.
- Experience in a sales or customer service role.
- Ability to multitask and prioritize responsibilities.
- Good attention to detail and organizational skills.
- Ability to efficiently troubleshoot via phone or email (i.e. calmly identifying issue, finding solutions).
- Works well without direct supervision.
- Excellent verbal communication skills.
- The ability to proactively, take ownership of your tasks and responsibilities, which will require strong attention to detail for successful execution.
- Schedule flexibility required. Must be able to work flexible day, evening, and some weekend hours.

How to Apply:

Please apply with your **resume and cover letter** by email to diana@viea.ca