



Job Ad

Organization:	Ontario Clean Water Agency
Division:	Ontario Clean Water Agency (OCWA)
Position Title:	ACCOUNT MANAGER
Job Term:	1 Permanent
Location:	335 Euclid Ave., Thunder Bay, North Region
Compensation Group:	Ontario Public Service Employees Union
Salary:	\$1,191.42 - \$1,365.24 per week*
Posting Status:	Open
Job Code:	02703 - Information Officer 2
Schedule:	6
Category:	Management and General
Job ID:	34645

The Ontario Clean Water Agency (OCWA) is seeking a motivated professional to support Operations in providing clients with a comprehensive and timely service to support the Agency's efforts to retain and expand existing business. You will: assist in the coordination and delivery of all client communications; assist in the collection of client information; provide efficient and effective problem solving services; lead the Agency's efforts to retain and expand existing business and to provide comprehensive client service within a specific Hub/Region.

What we are looking for: Knowledge of persuasive selling methods in retaining and expanding existing business; Knowledge of sales theories/principles and client based selling techniques in order to analyze clients' strategic business requirements; Knowledge of provincial and municipal business processes and programs; Knowledge and experience in drafting service agreements; Good understanding of basic provisions typically found in water and wastewater service agreements; Ability to research, investigate and analyze market information in both the public and private sectors; Strong and refined communication and negotiating skills; Strong political acuity and coordination skills; Writing and editing skills; Information gathering, investigation, analytical and problem solving skills; Interpersonal skills to manage client's requests and concerns in a diplomatic manner keeping in mind the best interests of the Agency; PC skills such as word processing, Excel spreadsheets, financial analysis skills and a working knowledge of database handling techniques (including CRM); Ability to represent operations and the Agency at meetings and industry events and to prepare presentations; A positive attitude to help lead OCWA's service providers through difficult situations as required; Excellent customer service skills; Valid Ontario's 'G' driver's license.

Posting Date: Friday, February 18, 2011

Closing Date: Monday, March 7, 2011 11:59 pm EST

How to apply:

1. You must submit your application using only one of the methods identified below.
2. You must show how you meet what we are looking for clearly, completely and concisely. We rely on the information you provide to us.
3. Be sure to quote the Job ID number for this position.
4. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.

Send application to:

Ontario Clean Water Agency
335 Euclid Avenue
Thunder Bay, ON P7E 6G6
Fax: (807) 475-1531

Remember: The deadline to apply is Monday, March 7, 2011 11:59 pm EST.
Late applications will not be accepted.

Note: We thank you for your interest; however, we will contact you only if we choose you for further screening or an interview.

**The Ontario Public Service is an equal opportunity employer.
We will accommodate your needs under the Ontario Human Rights Code.**

*Indicates the salary listed as per the OPSEU Collective Agreement.