

JOB DESCRIPTION

Job Title: Outbound Sales Manager

Dept./ Division: Member Experience

Reporting to: Purdeep Sangha, AVP Member Experience

GENERAL ACCOUNTABILITY

The Outbound Sales Manager will develop and oversee a portfolio of new & existing members from a variety of sales channels e.g. car dealers, mortgage brokers, home renovation retailers etc. with the goal of growing new business, deepening the relationship and cross-selling additional products/services. The Outbound Sales Manager will implement disciplined sales and relationship building strategies to achieve targets for growth and profitability. The incumbent must be adaptable and capable of working flexible hours, including evenings and weekends and be willing to travel within a specified region as they will be required to do so depending on current business needs and demands.

Primary Duties and Responsibilities

Sales:

- In a business development role, identify and solicit business from new and existing members from a variety of sales channels.
- Meet volume/funding targets for each sales channel as set out at the beginning of the fiscal year.
- Maintain and enhance current sales relationships between the member and the branch network.
- Develop new business through warm-calling new members, follow-through with referrals, and outside sales activities.
- Partner with local Branch Managers within the assigned Region.
- Responsible for portfolio management strategy to increase product/service penetration, maximize yield and increase profitability

Service:

- Deliver quality customer service by ensuring that new members are satisfied with their level of service.
- Handle client questions and concerns in a timely and professional manner escalating as appropriate.

Operations:

- Create and enhance sales processes focused on delivering an exceptional member experience
- Communicate and work effectively with members of the mortgage broker and DFC adjudication teams.
- Assist in the development of any new products as necessary.

Organizational Competencies

Sales & Service Orientation

Committed to serving and satisfying the needs of the external and internal members/clients through the delivery of superior value while building, strengthening and maintaining long-term relationships.

Continuous Learning

Demonstrates the desire to continually grow, learn and develop skills and knowledge through external and internal education, training and cross-training opportunities to maximize personal contribution to the organizational goals and ongoing career development.

Organizational Effectiveness

Ability to understand the organization's strategic direction, how decisions impact the business, and how to strive to improve organizational performance.

Ethical Behaviour

Ability to demonstrate integrity, credibility, confidentiality and responsibility in all member/client interactions.

Communication

Demonstrates the ability to receive and understand information, and respond verbally or in writing when interacting with others

Functional Excellence

Demonstrates the knowledge and technical expertise of products and processes and their use in delivering quality member/client services

People Management

Building partnership with employees by providing leadership, a positive work environment and regular performance management and coaching, to individuals and teams to achieve organizational goals.

Job Specifications and Technical Requirements

- Sales and/or business development experience (3-5 years) preferably in the financial services/mortgage industry.
- Demonstrates the ability to continue in a positive direction while handling adversity and showing the ability to solve problems quickly and effectively.
- University or College degree – preference shall be given to a degree in business or economics.
- Demonstrate the ability to understand different financial products and product guidelines with the intention of explaining these products to future customers.
- Work in a challenging, fast-paced environment.
- Understand financial markets and interest rate yield/change and the effects they have on a financial institution.
- Participate in additional capacities (leadership teams, focus groups, committees, etc.) working collaboratively within the corporate structure.
- Willingness to handle a substantial and challenging work load.
- Welcome the accountability and responsibility inherent with the position which may include substantial daily and overnight travel.