



Client Relations Leader - International Sales

Science North is a global leader in our cutting-edge and unique approach to award-winning and robust visitor experiences. Through the creation of award-winning, high impact visitor experiences for people of all ages, our external sales businesses market and lease Science North products to science centres and other venues across the country and internationally.

At its core, the Client Relations Leader's goal is to increase sales and maximize customer satisfaction with Science North's international business clients. Reporting to the Manager, International Sales Operations, and through collaboration with the marketing department and other internal team members and external partners, you will develop and execute sales and client relations strategies that result in exceptional client engagement and satisfaction with Science North.

As the successful candidate you will have:

- A sales and marketing background with a proven track record of building and strengthening relationships
- Experience with B2B marketing, google analytics and other tracking software
- Experience working with a CRM and email marketing platforms
- Exceptional interpersonal skills and the ability to foster productive working relationships
- A creative mindset with a desire for constant learning
- Highly organized with strong written and verbal communication skills
- Excellent attention to detail and proven ability to meet deadlines

Here is how you will spend your time:

- Work closely with the Senior Marketing Specialist to ensure that Science North's brand is represented correctly
- Coordinate campaigns and develop marketing assets with the marketing department
- Update digital content, such as links, third party promotional sites, graphics etc.
- Coordinate the development and implementation of support materials to enhance client marketing efforts
- Identify, develop, and build new client relationships
- Develop and implement strategies and systems to improve client journey, surveying and reporting analytics
- Update and maintain contact database and website, create reports, and perform analytics
- Support sales and marketing activities within the unit
- Research competitive products and industry trends, create and maintain research databases and presentations
- Coordinate representation at and attend tradeshows (international travel required)
- Support clients and travelling technicians when needed
- Supporting the Climate Action Show travelling exhibit (CATE)

Compensation package highlights:

This is a full-time 4-year contract position supported by an excellent compensation package:

- Starting salary range \$42,600 – \$53,000 per year, based on experience
- Annual performance and merit increase consideration
- Group benefit package including medical, dental, vision, travel insurance, following waiting period
- Pension plan following waiting period

- Free or discounted admission to partner attractions outside Sudbury, Science North attractions and program discounts

Apply online at <http://sciencenorth.ca/careers>. An early application represents your best opportunity for consideration. Science North is committed to an inclusive workplace and invites applications from all qualified individuals to join our diverse team. Accommodations are available upon request in all aspects of Science North's selection process. We thank all interested candidates; only those selected for interviews will be contacted.

Science North is a registered charity
Science North is an agency of the Government of Ontario.