

<b>Organization:</b>	<b>Desjardins</b>
About the organization:	As a cooperative financial group contributing to the development of communities, we give our members and clients the support they need to be financially empowered.
Position title:	<b>Client Relationship Manager</b>
Position location:	Vancouver or Calgary
High level description:	<p>As a Client Relationship Manager within Group Retirement Savings, you ensure the highest level of client satisfaction to develop and maintain the best references in the market.</p> <p>You are looking to build on your existing skills and experience and partner with a provider who is growing in the GRS market within Canada.</p> <p>All interactions with both internal and external resources will align with the key Desjardins behaviours – simple, people-focused, modern and high-performing – to ensure we are always acting in the best interest of our plan members, clients and intermediaries.</p>
Key responsibilities:	<ul style="list-style-type: none"> <li>• Maintain and develop business relationships with a defined block of clients in Western Canada.</li> <li>• Promote solutions and service offerings in accordance with the business unit's objectives and strategies.</li> <li>• Work with clients with ongoing and diversified needs that represent significant development potential for the business unit.</li> <li>• Analyze client needs, propose, design and implement solutions to help clients achieve their objectives.</li> <li>• Support the sales team by participating in short list and other presentations to showcase our service offer.</li> <li>• Contribute to internal projects requiring in-depth knowledge of your business sector (group retirement savings) and bring the client’s perspective to the conversation</li> <li>• Develop relationships with colleagues in our Group Benefits Insurance area when there are joint opportunities</li> <li>• Be the voice of clients within Desjardins.</li> </ul>
Knowledge & Skills:	<ul style="list-style-type: none"> <li>• Strong communication skills – both written and verbal</li> <li>• Demonstrated influencing and negotiation skills</li> <li>• Retirement and savings experience, group or institutional, preferred</li> </ul>

	<ul style="list-style-type: none"> <li>• Responsive with a focus on customer service</li> <li>• Good understanding of the legislative and regulatory environment</li> <li>• Ability to make sound decisions balancing business and client needs</li> <li>• Solid presentation skills, project management, and proven ability to impact and influence and be an active listener</li> <li>• A motivated, self starter with the ability to manage work with limited direction</li> <li>• Proven record of building strong internal and external relationships</li> <li>• Demonstrated problem solving skills with the ability to quickly and effectively resolve escalations, as they arise</li> <li>• Proven record of building strong internal and external relationships</li> <li>• A strong team player</li> </ul>
Education	Bachelor's degree
Years of Experience	3 to 5 years – looking to grow and develop in the role
Languages	English
Work arrangement	Hybrid – office and work from home
Hiring Manager	Jennifer Katzsch RVP, Western Canada, Group Retirement Services <a href="mailto:Jennifer.katzsch@dfs.ca">Jennifer.katzsch@dfs.ca</a>