# Franchise Relationship Manager – Eastern Canada

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| **LOCATION** | Greater Toronto and Montreal Area |
| **REPORTS TO** | VP Franchise & Coffee - Canada |
| **EMPLOYMENT CONDITIONS** | Working from (home) office and on-road based position. Monday through Friday. Out of hours work and travel is necessary. A vehicle and a valid driver’s license are required. |

## Purpose

Silver Chef's purpose is to help people achieve their dreams. As a Franchise Relationship Manager, your role includes executing and delivering on sales budgets for the region by creating, developing and maintaining mutually beneficial relationships and growth plans with franchisors, franchisees, dealers and end-users.

## Key responsibilities

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| **Business Development** | * Identify and develop new relationships within the Franchise sector * Develop and pro-actively establish relationships with relevant parties; specifically, with franchisors, franchisees, dealer and industry associations. * Implement call cycle with existing, and prospective, franchise brands through a set strategy of agendas, performance review and presentations * Accredit new Franchisors and effectively implement across their systems. * Quarterly reviews on accredited accounts |
| **Account Management** | * Action, follow up and ongoing support for new sales enquiries * Effective account management of accredited accounts to maximize potential * Implement sales, marketing strategies and incentives * Engagement of representatives with key external relationship and ongoing training of representatives within the key external relationship holders * Consistent delivery of Account Management program to key external relationships * Achieve allocated sales budgets monthly * Develops, reviews and reports on the business development strategy ensuring the strategic objectives are well understood and executed * Identifies opportunities and utilizes strong negotiation skills to benefit all key stakeholders * All sales calls/enquiry and dealer contact to be entered into Salesforce daily |
| **Relationships** | * Develops and maintains consistent strong operational relationships (Customer service/ marketing/credit/ remarketing/ finance/ strategies) and utilizes feedback from internal and external stakeholders |
| **Safety and Environment** | * Comply with all applicable health, safety and environmental policy rules and laws, regulations and statutory obligations at all times. |
| **Social Responsibility** | * Embrace our commitment to positive social and environmental impact and support our goals in line with our purpose of helping people achieve their dreams. * Actively participate in events and fundraising activities in support of Opportunity International Canada, BCorp and the Silver Chef Group. |

## Capability Profile

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| Experience | * A valid driver’s license and a vehicle are required * 2+ years proven sales experience * 2+ years proven business development experience * Franchise industry experience is preferred * French language skills are also considered as asset * Demonstrated account management and operational customer service experience * Demonstrated understanding of financial, commercial, self-employment/entrepreneurship or equipment funding advantageous * Demonstrated presentation skills/experience |
| Business and technical skills | * Self-motivated and able to work autonomously * Excellent presentation and communication skills * Strong Business Development and Negotiation skills * Good Account Management skills * Good time management capabilities * Sound computer literacy * Salesforce experience desirable |