



**Position Title:** Senior Account Manager  
**Reports To:** CEO

**ABOUT CMSINTELLIGENCE INC.**

CMSIntelligence Inc. is a rapidly growing digital services provider, offering website, digital tools and custom solutions for three audiences: enterprise organizations, digital agencies, and direct customers.

Additionally, we are the developer of a proprietary evolving cloud software – the Tymbrel Platform – a SaaS content management system that is the foundation of our website projects, and which allows our customers to manage their websites with maximum efficiencies.

We're a cohesive, energetic, creative and committed team working towards a common goal: to add value to our clients, their businesses and our team. We do great work, with great people, driving the results that help grow businesses. Each day we make the world a better place to be.

Our office is located in the heart of St. Catharines (Niagara), Ontario.

**JOB SUMMARY**

As a Senior Account Manager, you will be the key relationship manager on a significant enterprise level business channel, responsible for creating enthusiastically satisfied clients by driving the project cycle from strategic needs analysis through to post-launch reporting, ensuring an on time and on budget completion of each project phase.

You will collaborate with the Business Development Team on strategic needs assessment to be able to prepare accurate project estimates, proposals and other strategic client communications.

You will be responsible for timely and accurate communication between all project participants, including the internal team, the client and third party collaborators.

You will also be invited to collaborate with the company's Management Team on corporate growth and marketing initiatives.

The successful candidate will possess proven business intelligence, as well as relevant experience managing a significant client project portfolio of websites and related digital projects.

**KEY AREAS OF RESPONSIBILITY:**

- Project Management
- Collaborator Coordination
- Client Service
- Strategic Planning
- Estimating & Project Reconciliation
- Sales Support





### Specific Responsibilities:

- Contribute to the preparation of client engagement proposals, including development of estimates, methodology, critical path, team assignments and cost.
- Drive the projects critical path throughout all phases of the established methodology performing as the primary contact and information hub with all internal and external stakeholders.
- Contribute to the development of the projects fact base by participating in secondary research mining, as well as key stakeholder interviews.
- Assist in the development of strategic recommendations and the preparation of strategy documents, as required.
- Manage internal and external project collaborators.
- Plan, schedule and coordinate all internal and external meetings related to the project.
- Provide prompt verbal and written communication with the client and internal collaborators throughout the project cycle, including completion of weekly project status report, budget tracking report, etc.
- Complete internal reporting requirements as requested or as policies dictate.
- Maintain proper project files.

### OTHER EXPECTATIONS

As a Senior Account Manager, we expect your leadership abilities to shine and your attention to detail to contribute to strong performance outcomes. You will be part of a team committed to continually improving at all levels, where feedback is embraced and the growth and success of each individual contributes synergistically to the growth and success of the team.

Lifelong learning, continual evolving of your business acumen and skill sets are part of your DNA. You find great personal satisfaction working closely with others to find efficient and effective solutions, while delivering quality work on tight deadlines.

In addition to the core responsibilities of your position, you will collaborate with the management team on corporate growth initiatives, improvements to internal systems and the continuing evolution of Tymbrel platform.

Flexibility, adaptability and an entrepreneurial thinking are key assets in this position.

### REMUNERATION & START DATE

- Salary negotiable
- Participation in the company's annual bonus program (after full year of employment)
- Group Employee Benefits Package – approx. \$4,000 annual value  
(**Note:** Group insurance benefits to become available after 3 months *full-time* employment.)
- 2 weeks vacation (after first 6 months)
- 1 week vacation between Christmas & New Years – with commitment to one on-call day for support
- Mileage and out-of-pocket expenses related to company business
- Company cell phone





## JOB DESCRIPTION

CMSIntelligence Inc.

### **OTHER**

- Non-compete and IP ownership agreement with regards to the proprietary Tymbrel Platform
- Non-disclosure agreement with respect to corporate and client projects
- In-office yoga, team lunches, Friday afternoon social, unlimited snacks and coffee
- Flex hour options available, upon agreement with Management

**VERY IMPORTANT:** We have an office dog named Lola.

### **GROWTH PLAN**

- Initial performance/satisfaction reviews at 3 months, 6 months and then annually
- Remuneration discussions at first annual review and each December thereafter

