

**Division:** Business Services  
**Reporting to:** Director and Team Lead, Commercial Services  
**Career Level:** Staff  
**Pay Type:** Salaried

**Job Overview**

The Account Manager, Business Services is accountable for delivering unforgettable service to existing and new Business Members while embedding FirstOntario Business into the community to become the business lender of choice.

**Role**

***In the role, you will...***

- Passionately put into action a disciplined sales and service leadership plan and processes that make your business results soar
- Believe in our products and services and be able to communicate to business members and future business members how we can improve their financial lives
- Identify areas of opportunity within sales targets in a timely manner and implement action plans
- Effectively use campaigns developed by business partners to achieve annual financial targets
- Proactively build your network while using effective prospecting strategies to attract new business opportunities
- Always be “in the know” regarding local market activities and our competitive position relative to other financial institutions
- Be a trusted advisor to your members and provide credible advice through dedicated support and service that leads to increase share of wallet targets
- Proactively develop and implement a plan to keep 3<sup>rd</sup> Party Generated Business on the books and consolidate other products
- Be a key partner to Wealth, Commercial and Retail banking to support business objectives and to provide a full service experience to our members
- Keep on top of risk management duties including but not limited to: credit quality checks, control procedures and audit
- Actively participate in community and growth opportunities such as Business After Five events as part of FirstOntario’s overall commitment to organic growth
- Effectively control allocated budget dollars to assist with achieving the organization’s fiscal budget
- Be a change leader as we adapt to new and exciting ways of delivering business services
- Regularly provide support to your team members and share successes with the team
- Consider health & safety as a primary concern to ensure the overall well-being of self and others
- Perform other duties as required

**Required Skills**

***Within your skills and qualifications, you will...***

- Have a post-secondary diploma or degree in Business Administration, Commerce and/or Economics or the equivalent of industry experience
- Have a strong business acumen from your 4-6 years’ tenure in Business or Commercial banking

Job Description: **ACCOUNT MANAGER, BUSINESS SERVICES**

- Relish in the opportunity meet new people, develop meaningful business relationships and leveraging valuable centres of influence within the community
- Demonstrate your sales management skills in setting and monitoring sales targets, plans, pipelines and activities
- Stay abreast of all credit and investment product and services and stay current on our processes
- Be confident and skilled in taking initiative, assessing requirements, developing plans and taking the lead in making plans a reality
- Enjoy a challenge in all that you do and be resourceful in the way you find solutions
- Be quick to respond to requests for service from all of your clients
- Inherently demonstrate a high level of integrity and be trustworthy
- Be more than approachable with your superior interpersonal skills, communication and presentation skills
- Use your courage to take action in difficult and challenging situations and deal with uncertainty
- Do the right things for the right reasons
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Be willing to work flexible hours including evenings and weekends as the job demands and travel to meet your member's needs
- Embrace the philosophy of life long learning

*Accommodations for persons with disabilities are available upon request during the application process.*