



POSITION PROFILE

Client Organization:	RYCOM Corporation
Position Title:	ACCOUNT MANAGER - GOVERNMENT SECTOR
Reports To:	Vice President & General Manager
Location:	Vaughan, Ontario

THE ORGANIZATION

RYCOM is a trusted leader in Smart Tech solutions for public and private sector real estate, properties and portfolios. The RYCOM team develops, delivers and supports the innovative strategy and the integrated layers of technology required to create Smart Buildings today that meet the demands of the future. By staying at the forefront of technology solutions, utilizing best-in-class support models, and delivering quality services with the highest level of care and support, RYCOM simplifies technology for clients so they can focus on their core business while achieving operational and measurable results.

RYCOM is built on an Entrepreneurial culture - freedom with responsibility. It is a positive culture where new ideas, meaningful client engagement, – and pushing the envelope defines who we are. We believe we are in this together and share in defining and delivering on priorities. Inspiration, drive, and commitment are the three qualities that we are looking for from our teammates. Each employee is empowered to make decisions and act on those decisions. Don't mistake it, this a challenging environment. Our clients want us to help them understand technology and improve their day-to-day lives. Our teams share in the belief that we do what we say and we deliver on those commitments-something our client's value and trust deeply.

THE OPPORTUNITY

ACCOUNT MANAGER - GOVERNMENT SECTOR (Vaughan, Ontario)

In this newly created role, you will be assigned to manage and grow existing accounts with all levels of government. Leveraging a robust business and relationship management skill base, you blend a passion for customer service with an innovative solution-based approach to attain business goals. Commercially and politically astute, you work with equal ease through all levels of interaction, engage appropriate contacts and stakeholders when required and draw on necessary internal resources to help facilitate sales outcomes. Your ability to maintain a team oriented and non-territorial approach in all business dealings is at the core of your success as much as it is a critical requirement in this role.

KEY RESPONSIBILITIES

In this role you will:

- Actively research and identify new opportunities – specifically government RFPs
- Manage all RFP submissions with assistance from key team members as required to ensure successful outcomes to bids
- Bid for and win new contracts with government relationships (Federal, Provincial and Municipal)
- Provide hands-on leadership as you work collaboratively with internal team members and manage all contracts through all phases including bid analysis, proposals support, pricing, contract launch, ongoing marketing to ensure compliance fulfillment of individual contract requirements
- Expand services and solutions for existing contracts with current government relationships (Federal, Provincial and Municipal)
- Develop, nurture and deepen, professional relationships with existing key customer contacts
- Engage key stakeholders strategically and appropriately to identify and align all their relevant needs with the RYCOM solution and service offerings
- Analyze customer needs and recommend innovative solutions
- Independently develop customized solutions that are thorough, practical, and functionally aligned with customer objective(s)
- Provide guidance, direction and subject matter expertise for all recommended solutions
- Effectively leverage the full resources of the company, including presentations, additional materials, webinars and target account packages to ensure all government sales strategies and leveraged opportunities are well developed, appropriately supported and effectively implemented
- Provide and consistently deliver on exceptional ongoing customer support

KEY REQUIREMENTS

- 5 years+ experience selling directly to government contact with preference for, though not exclusive, to the Department of Defense and/or the Public Works Departments
- Excellent communication and customer relationship and engagement skill
- Extensive professional experience in leveraging business opportunities and relationships
- Excellent relationship management skills.
- First rate reputation among customers and contacts
- Respected and highly sought after subject matter expert
- Collaborative and team oriented
- Keen understanding of the importance of collective input and a deep commitment to engagement of all necessary resources needed to meet business goals

- Well-developed ability to influence and adapt messaging to the audience being served – including all levels of government
- Ability to persevere through apparent obstacles and maintain the “big picture” view for strategic outcomes and end goals
- Excellent organizational and analytical
- Forecasting experience
- Entrepreneurial approach with the ability to thrive in a fast-paced, fluid and collaborative environment
- A solution sales approach that compliments an ability to establish business relationships and work with all levels of an organization
- Experience with longer selling cycles and complex product, service and solution offerings coupled with solid technical comprehension
- Proven communication skills across multiple disciplines, cultures and levels of an organization
- Track record for creating value for customer
- Proven ability to direct professional and trusted advisor relationship with clients, including all business leaders and the C-level management
- A team-centric, non-territorial approach with the demonstrated ability to build trust and use all available resources at available to address needs and complete thorough, professional work
- Be a problem solver. Know how to make sales and overcome business hurdles to build sales ecosystem and achieve goal
- Eligible for Government security clearance
- A valid driver’s license and available to travel
- Fluency in French would be an asset
- An University education in sciences (software, IT, environmental), engineering (mechanical, electrical) would be a an asset
- Master level graduate degree in business and/or urban planning would be an asset

Interested in applying? Please email RYCOM at icanmakeadifference@rycom.com