

PILLAR 9™

TECHNOLOGIES

Date	November 30, 2020
Job Competition #	
Closing Date	December 14, 2020
Apply to:	Cindy Talman
Via Mail:	
Via E-mail:	cindy.talman@creb.ca
Via Fax:	
Note:	Only those candidates selected for an interview will be contacted.

Position Title: Manager of Client Services and Strategy	Reports to: CEO
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FUNCTION

The opportunity - Pillar 9® is in search of a Manager of Client Services and Strategy to join our growing team.

Who we are - Our organization is an Alberta-born and based technology company in Calgary looking to disrupt real estate technology. Every Albertan deserves the perfect home and community for them and their family. How do we do it? We harness data and marry it with a best-in-class technology platform for Alberta REALTORS® to enhance sales, service, and control.

Ideal Candidate – If you are an awesome and energetic individual who is hands on and takes pride in yourself, as an experienced and skilled leader who can deliver results in the areas of business development, client relations, communications and strategy execution, financial management and oversight of contracted services, **we want to hear from you!**

Here are a few ways you will make a difference:

Leadership:

- Support an environment that ensures high levels of team morale and engagement across all Pillar 9® staff.
- Oversee company operations, employee productivity and building a highly inclusive culture ensuring team members thrive and organizational outcomes are met.

Operational:

- Look for methods to improve quality, efficiency, and productivity while reducing costs and increase profits across the Pillar 9® organization.
- Oversee the selection, contracting and delivery of service of all contracted administrative service suppliers – i.e. in the areas of financial reporting and budgeting, administrative support, legal services, communication, and training services.
- Support business development, which include opportunity analysis and identification.
- Champion best practice in project management, business analysis, and system change management to drive effectiveness and efficiency.
- Supervise the contracted Help Desk services which deliver front-line customer support.

Planning:

- Work with the Board of Directors and CEO in their development of the overall strategy for Pillar 9®.
- Guide development of Pillar 9®'s annual business planning activities defining goals for delivery that are aligned with the organization's strategic priorities.

Financial:

- Guide the strategic financial management for Pillar 9®, ensuring the organization adheres to generally accepted accounting principles, produces accurate and timely financial statements and annual reports.
- Develop and finalize for board approval Pillar 9®'s consolidated annual operating & capital budgets.

Your Skills and Education Required

- Bachelors or master's degree in management or another relevant field.
- Minimum (8) years management experience.
- Minimum (8) years business administration.
- Minimum (5) years strategy development & execution.
- Minimum (5) years Client Service.
- Proven and effective communication/interpersonal skills to develop and foster favourable relationships.
- Strong proficiency in Microsoft Office Suite programs.

Here are a few reasons why others have joined our team:

- Stimulating, challenging projects and great development opportunities to help you grow your skills and career.
- We work fun into everything we do.
- Flexibility in how and where you work.
- Competitive compensation package that includes;

- A generous benefit package that includes a health spending plan
- A RRSP offered with company match.
- A casual dress attire for your day' culture that encourages you to be yourself.