



At ITFO, we are in the business of **connecting** people.

## Client Engagement Lead

With more than ten years of experience behind us, we are proud to work with an amazing group of clients who count on us to keep their business moving forward. We take a creative and data-driven approach to provide technical and digital enterprise-scale collaboration solutions for some of the largest companies in the world.

Headquartered in beautiful Victoria, BC, we are a diverse team with a common drive to exceed our customers' expectations by providing bespoke, customized tools and a seamless, positive experience working with us as our customer

**We endeavor to engage highly-skilled, passionate and smart people to work with us. In support of this commitment, we offer a remote, distributed workplace model which allows our team members more time to devote to passions both at work and at leisure. Where possible, we also offer flexible work arrangements (eg reduced hours and/or contract-specific engagements) in consideration of our team members' lifestyle requirements.**

We are currently seeking a **Client Engagement Lead** to work with us and help us continue to exceed our customers' expectations. As the owner of the client relationship, the Client Engagement Lead interacts with senior-level executive and C-suite representatives; confidence, intelligence, and diplomacy are mandatory attributes.

### Position Overview

As the client advocate and the primary liaison between ITFO and our customers, the Client Engagement Lead is responsible for building and maintaining positive client relationships for the duration of assigned projects and beyond.

We are looking for passionate, relationship-focused professionals who are able to assess clients' needs and requirements with the mandate to develop, implement and lead projects that improve the operations of our clients' business through the implementation of more efficient procedures and systems.

A strong and empathetic communicator, the successful candidate will be a seasoned relationship builder and project manager who is comfortable working with different teams at various levels of an organization.

### Primary Responsibilities:

- Lead the discussions and discovery sessions with the client and key stakeholders to evaluate needs and explore solutions with the client prior to engagement.
- Overall management responsibility around client relationship and project implementation.
- Lead estimation workshops to understand and articulate the level of effort required for the successful delivery of proposed engagements.
- In consultation with the Managing Director and People Operations, assign tasks to ITFO team members and determine if and when additional resources will be required
- Interact with organization personnel related to client raised issues, ensuring a successful resolution.

- Identify, express and develop plans to mitigate risk.
- Develop, manage and leverage relationships with business lines at multiple levels within both ITFO and the clients' organization.
- Monitor multiple concurrent activities from start until the conclusion and execute thorough follow-up to assess successful implementation; recommend further enhancements as indicated.
- Work with clients to understand their needs in a holistic context, and suggest solutions to enhance their business and create opportunities ITFO and team members

**Basic Qualifications:**

- Relevant post-secondary education or equivalent
  - Knowledge of financial services, legal services, and information technology industries is a plus, as are project management skills, web analytics capabilities and any prior experience leading internal communications or content management teams and projects
  - Proven self-starter with a strong hands-on orientation
  - Proven ability to manage, lead, inspire and grow direct and indirect reports
  - Proven ability to collaborate cross-functionally
  - Hands-on leader with demonstrated experience building teams and mentoring staff
- Please respond with an updated resume that highlights relevant experience in the areas noted.

***Team members usually work from their own office locations, though it will be beneficial if you have the ability to join occasional face-to-face meetings at our head office in Victoria, BC.***

We thank everyone for their interest in working with us at ITFO Communications, but only those candidates who are short-listed will be contacted.

Job Types: Full-time, Part-time, Contract, Permanent