



Territory Manager (Ontario - Quebec)

Our company

Brokrete is an innovative, real-time ready-mix concrete, raw materials and construction commodities delivery marketplace.

Role and Responsibilities

Our expanding company is seeking to hire a Territory Manager to join our team. You will be in charge of providing inspired leadership and make strategic decisions to fulfill and manage orders and deliveries from our app customers. You will develop, implement and review operational policies and procedures for customer success and create and implement mechanisms to acquire new customers in specific regions.

- Fulfill existing order requests from app
- Monitor/track delivery efficiency on all orders
- Participate in the development of customer acquisition strategy
- Execute customer acquisition strategies in specific regions
- Manage relationships with key operations vendors/supplier in specific regions
- Track vendor/supplier pricing, rebates, volume and service levels
- Serve as primary point of contact when there are customer/contractor issues related to delivery efficiency or product quality (aggregate or concrete)
- Communicate customer issues with executive team and devise ways of improving the customer experience, including resolving problems and complaints if necessary.

Qualifications

Experience in managing logistic operations of delivery of ready-mix concrete, stone, sand, gravel and other construction related product is essential. The candidate must also understand the delivery subtleties of the Aggregate and Ready-mix concrete industry and have at least 10 years of experience in one or both fields.

Preferred Skills

- Leadership
- Conflict Management
- Business Negotiation
- Organization
- Decision-Making
- People Management
- Data Entry Skills
- Data Processing Skills
- Reporting Skills
- Deadline-Oriented
- Critical Thinking - Problem Solving Skills
- Planning and Organizing
- Communication Skills
- Team Work
- Negotiation
- Stress Tolerance

Must be able to use:

1. Excel, Word
2. CRM (Hubspot, Salesforce)

What we offer

To be discussed : Competitive salary

Location

Ottawa or Toronto

