

WE ARE HIRING!

Customer Relationship Manager

Salary range: \$85,000 to \$105,000 per annum

Position Summary

Reporting to the Senior Manager, Customer Relations, the **Customer Relationship Manager (CRM)** plays a key role in building and maintaining strong, long-term relationships with OECM's customers by delivering exceptional service and ensuring alignment between customer needs and OECM's offerings. The CRM is responsible for identifying customer priorities, supporting the use of OECM agreements, providing guidance on best practices, and maintaining high levels of customer satisfaction through consistent, data-informed engagement and service delivery.

Key Responsibilities

Customer Engagement & Relationship Management

- Build and maintain productive relationships with key customers.
- Meet regularly with customer procurement and other functional departments to provide updates and align with organizational priorities.
- Actively engage with customers to identify procurement needs and group purchasing opportunities.
- Serve as the primary point of contact for all OECM-related contract management services.
- Identify and respond to trends, risks, and opportunities, proposing service enhancements as needed.
- Conduct regular business review meetings with customers to track progress, assess satisfaction, and demonstrate value.

Managing Customer Expectations & Experience

- Gather and assess customer feedback to inform service delivery improvements.
- Monitor customer satisfaction levels and develop processes for identifying, escalating, and resolving issues efficiently.
- Evaluate customer experience metrics and propose enhancements to maintain service excellence.
- Support the delivery of consistent account management practices and key communications.
- Maintain an organized repository of customer insights and engagement activities.

Service Delivery & Internal Collaboration

- Coordinate with internal teams to ensure effective and timely service delivery.
- Work closely with the Sourcing team to ensure customer procurement and contracting needs are met in compliance with applicable laws and directives.
- Support the implementation of process improvements, tools, and workflows that enhance the customer experience.
- Collaborate on the design and delivery of customer-centric service models and AI-enabled service solutions.



Business Growth

- Identify opportunities to expand customer participation in OECEM agreements by analyzing procurement patterns and needs.
- Support the execution of OECEM's growth strategies through targeted engagement and messaging.
- Design and deliver onboarding sessions for new and existing customers, to provide a comprehensive overview of OECEM's processes and support customers in effectively utilizing OECEM agreements.
- Represent OECEM at stakeholder sessions, industry events, and procurement forums to strengthen engagement with the public sector community.
- Other Duties as Assigned

Qualifications and Skills

- A university degree in business administration, procurement, or a related field.
- A minimum of 3 years of progressive experience in customer relationship management, preferably in a public sector environment.
- Solid understanding of supply chain models and public procurement practices.
- Knowledge of the Broader Public Sector Procurement Directive and applicable trade agreements.
- Strong customer service and relationship-building skills, with the ability to resolve complex issues and drive satisfaction.
- Experience in presenting, facilitating, and negotiating with diverse stakeholder groups.
- Technological proficiency with CRM Dynamics 365, MS Suite, Power BI, survey tools, and collaboration platforms.
- Strong analytical skills and the ability to capture and interpret customer experience data using metrics.
- Project management and problem-solving abilities with a focus on continuous improvement.
- Effective communicator—both verbal and written—with strong presentation and facilitation skills.
- Proven ability to prioritize tasks, manage competing demands, and deliver results under pressure.

Join Our Team

We Offer

OECEM is a great place to work. Employees thrive in a collaborative and supportive work environment.

Enjoy a comprehensive and competitive total compensation package, excellent career growth and professional development opportunities, and a dynamic people-focused company culture that supports work/life balance.



Our Competitive Total Rewards Program includes:

- Group employee benefits
 - Medical and dental
 - Health and personal spending accounts
 - Disability benefits
- Group RRSP with employer matching up to 7.5% of earnings and increases to 10% after 3 years of service.
- End-of-year company group success sharing award.
- Annual merit increases
- Paid professional development days.
- Tuition assistance program.
- An exclusive partnership with NISCL to provide professional development opportunities.

Flexible work arrangements, Excellent career growth and learning and development opportunities; A fun work environment with an active and imaginative social committee; **A newly renovated office** including a comfortable staff lounge with a pool table, dart board, and Nintendo; **Workplace diversity and inclusion** based on our core values; **Benefits and programs** to support mental health and overall wellness; **And much more!**

Diversity and Inclusion

In accordance with [OECM's Commitment to Diversity and Inclusion Statement](#), OECM recognizes and embraces the value of diversity at all levels within the organization. Diversity is an important consideration in identifying and assessing candidates in conjunction with a merit-based approach.

Apply

Apply to this opportunity by sending your resume to hr@oe cm.ca no later than **4:30 p.m. on Wednesday October 22, 2025**. We thank all applicants for their interest. Please let us know if you require accommodation under the Ontario Human Rights Code at any stage of the recruitment process.

