

Manager, Sales & Marketing

Fraser Surrey Docks LP is looking to add talent to its existing team. The opportunity to work as **Manager, Sales & Marketing** will extend your skills and grow your career in this multi-faceted environment.

Fraser Surrey Docks LP, is a modern multi-purpose marine terminal that has been serving the needs of its customers since 1962. The facility is located in the greater Vancouver area of Surrey, British Columbia on the Fraser River. It is the largest facility of its kind on the west coast of North America.

To maximize the company's revenue growth and provide quality customer service while ensuring profitability through effective sales skills and communication with our customers.

Reporting to the Senior Manager, Sales & Marketing, you will be responsible for;

- Frequent and ongoing customer engagement to ensure strong relationship management by the Sales & Marketing Team. Focused on face-to-face customer interactions.
- Perform costing and feasibility analysis for new and existing cargos in order to respond to customer enquiries for rates and services performed by Fraser Surrey Docks (FSD) and Pacific Rim Stevedoring (PRS).
- Approve all invoices prior to being sent to customers.
- Liaise with accounting in the settlement and collection of outstanding accounts receivable.
- Direct the customer service revenue clerk in the billing procedures pertaining to specific customer accounting requirements and provide all rate correspondence for billing.
- Coordinate responses to customer concerns as required in absence of operational personnel
- Determine feasibility of FSD/PRS ability to perform a specific requested service and receive customer confirmation to remunerate for the service performed outside the scope of the contract.
- Monitor dock space, berth and equipment availability for performing specific project work and scheduling (of such) as needed.
- Ensure fully executed/signed contracts are in place on new business agreements and/or extensions of existing contracts. Maintain consistent communication with customer service and operations staff in dealing with sensitive customer issues in a professional manner and promote a "yes" attitude.
- Assist customer service and operations staff in evaluating/determining requirements for services to be performed under the terms of all customer contracts.
- Communicating to customers the guidelines for services and charges for additional services as requested or required.

- Assist customers in services required outside the scope of the services that FSD/PRS are able to provide.
- Analyze market trends for all commodities and services performed by FSD/PRS.
- Maintain current market intelligence for local, regional and global market trends to identify business opportunities and volume influencers
- Prepare and update four month volume and revenue forecast
- Provide information for variance analysis comparison to budget
- Update revenue budget for all commodities. Provide detailed explanation to Executive Management.
- Assist in preparation of detailed analysis of annual revenue budget.
- Prepare Terminal Services Tariff annually for approval and distribution
- Provide recommendations for rate increases for executive approval and update all contracts for annual rate adjustments as defined in all contracts.
- Provide support and coverage for Senior Manager, Marketing & Sales in their absence
- Assist Manager Customer Service in operational and customer service processes
- Special projects as directed by Executive Management

Experience:

A successful candidate will have completed grade 12 or equivalent and have a minimum of 2 years of post-secondary education. You must have a minimum of 5 years of sales & marketing experience. Preference will be given to those with experience in the shipping or marine field.

We welcome applications from those eligible to work in Canada and request that a covering letter and resume be sent to careers@fsd.bc.ca with “**Manager, Sales & Marketing**” in the subject title. We kindly request no phone calls as all considered applicants will be contacted directly.