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OPPORTUNITY PROFILE **BUSINESS DEVELOPMENT MANAGER**





the right people

EMBERS | BUSINESS DEVELOPMENT MANAGER

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THE ORGANIZATION

EMBERS

The Eastside Movement for Business and Economic Renewal Society ("EMBERS") is a community economic development organization whose mission is to create economic and employment opportunities for people by providing them jobs, training, and support. EMBERS' signature program, EMBERS Staffing Solutions ("ESS"), is a trailblazing, multiple award-winning social enterprise that is revolutionizing the staffing industry. EMBERS believes in harnessing the power of business for positive social impact. Every year, ESS employs thousands of individuals from diverse backgrounds, placing them in short and long-term jobs. As a social enterprise, EMBERS invests 100% of its profits back into the community in the form of worker support programs, free tool and equipment rentals, and access to certified skills training opportunities.

To learn more, please visit EMBERS' [website](#).

THE OPPORTUNITY

BUSINESS DEVELOPMENT MANAGER

Reporting to the Director, Business Development, the Business Development Manager (BDM) is responsible for generating revenue, expanding market presence, and managing client relationships within an assigned territory. The role ensures consistent execution of the sales process, accurate forecasting, and alignment with ESS operational capabilities. The BDM functions as the primary commercial representative for ESS in the field and is accountable for meeting established sales and profitability targets.



This is an outstanding opportunity for a mission driven sales leader to take a thriving organization to the next level. The BDM will leverage EMBERS' strong reputation as Canada's largest social enterprise and extensive network to drive net-new business and deepen relationships with existing clients. Operating primarily in the Lower Mainland construction sector, but with opportunities to expand to new geographies and sectors, the BDM can make a real impact at EMBERS and within the communities it serves.

Key Responsibilities

Revenue Generation & Sales Execution

- Identify, pursue, and secure new business opportunities through cold calling, site visits, networking, and structured outreach;
- Execute the full sales cycle from lead generation to close, ensuring adherence to ESS pricing, margin, and contract standards; and
- Meet or exceed assigned revenue, margin, and activity targets.

Territory Management

- Develop and maintain a structured territory plan, including target accounts, activity cadence, and competitive analysis;
- Build market awareness of ESS services and maintain visibility with key stakeholders in construction, warehousing, and related sectors; and
- Expand existing accounts through engagement and identification of additional service opportunities.



Client Relationship Management

- Serve as the primary point of contact for assigned clients throughout the sales and service lifecycle;
- Maintain consistent communication to ensure client satisfaction, retention, and issue resolution; and
- Collaborate with Operations to ensure service delivery aligns with client expectations and ESS standards.

Proposal Development & Pricing

- Prepare accurate, competitive proposals based on client needs, ESS capabilities, and approved pricing structures; and
- Ensure all proposals, agreements, and renewals follow internal approval processes.

CRM, Reporting & Forecasting

- Maintain accurate and timely CRM entries for all leads, opportunities, activities, and client interactions;
- Provide weekly and monthly sales forecasts, pipeline updates, and activity reports; and
- Track and report on key metrics including revenue, margin, conversion rates, and territory performance.

Industry & Product Knowledge

- Maintain a working understanding of staffing industry practices, pricing models, and service delivery requirements; and
- Stay informed about construction and skilled trades market conditions, labour trends, and competitor activity.

Cross-Functional Collaboration

- Drive innovation within the organization, exploring new technologies and methodologies;
- Work closely with operations, dispatch, and leadership to ensure alignment between sales commitments and service capacity; and
- Participate in internal meetings, planning sessions, and performance reviews.

Professional Conduct & Representation

- Represent ESS with professionalism and integrity in all client interactions; and
- Uphold EMBERS' mission and values, demonstrating empathy and cultural sensitivity when engaging with workers and clients.

THE PERSON

The BDM is a strategic and relationship-driven professional who is deeply attuned to the opportunities and challenges of community-based social enterprise. Possessing a collaborative and inclusive approach, they build strong partnerships with business and community stakeholders while working closely with internal teams to align business development efforts with EMBERS' mission and operational capacity. The BDM is proactive, analytical, and results-oriented, bringing strong market awareness, negotiation skills, and financial insight to identify, develop, and sustain revenue-generating opportunities. They play a key role in diversifying and strengthening EMBERS' funding and partnership base, guiding the organization through complex business and stakeholder environments while ensuring that growth supports both social impact and long-term sustainability.



Professional and Personal Qualifications

- 3–5 years of B2B sales experience with demonstrated success in business development;
- Experience in construction, skilled trades, or staffing is preferred;
- Experience managing a sales territory and portfolio of accounts;
- Strong sales execution skills: prospecting, presenting, negotiating, and closing;
- Ability to work independently with accountability for results;
- Strong interpersonal and communication skills across diverse client groups;
- High level of organization, time management, and attention to detail;
- Proficiency in Microsoft Office and CRM systems;
- Ability to work with empathy and alignment with EMBERS' mission, and
- Must provide their own vehicle and possess a valid BC driver's license.



Competencies and Personal Characteristics

Leadership – Achieves desired organizational results by encouraging and supporting the contribution of others; a proactive and positive team player who acts with a sense of urgency and leads by example; sets and communicates clear goals.

Accountable – Holds self and others accountable for responsibilities; focuses on results and measuring attainment of outcomes in a business focus.

Strategic – Develops a plan in support of organizational strategic direction. Demonstrates an understanding of the link between one's job responsibilities and overall organizational goals.

Integrity and Honesty – Demonstrates a resolute commitment to and respect for the spirit behind the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Influential and Collaborative – Has an open and consistent approach to working with others and possesses strong interpersonal skills, with the ability to build relationships and develop/maintain partnerships, obtaining stakeholder agreement.

Creativity and Innovation – Develops new insights into situations; questions conventional approaches; encourages new ideas; designs and implements new or cutting-edge programs/processes.

Effective Working Relationships – Treats colleagues, and stakeholders with respect; resolves conflicts in a timely manner, negotiates effectively, and provides effective feedback to colleagues/employees.

Communication – Clearly presents written and verbal information; writes with clarity and purpose; communicates effectively in both positive and negative circumstances; listens well.

People Development – Fosters learning and development of others through coaching, managing performance and mentoring; has a genuine desire to develop others and help them succeed; formally and informally recognizes deserving staff and colleagues.

People Focused – Anticipates and attends to the needs of internal and external stakeholders of the organization; keeps client interests in the forefront.



COMPENSATION

A competitive compensation package will be provided including an attractive base salary, performance bonus, and excellent benefits, with total cash compensation targeting \$120,000 and beyond.

FOR INFORMATION PLEASE CONTACT:

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