Position Title:	Relationship Manager		
Reports To:	Director, Client Relations		
Classification Level:	Pay Grade 12	Date:	January 2021

About EducationPlannerBC

EducationPlannerBC is B.C.'s provincial application and data exchange hub designed to provide improved access to post-secondary education in B.C. by engaging and informing applicants and their supporters throughout their post-secondary research, planning and application process. EducationPlannerBC works to proactively innovate for our applicants, public post-secondary institutions and government partners.

Position Summary

Reporting to the Director, Client Relations, the Relationship Manager is the primary point of contact with post-secondary institutes (PSIs) that supports successful relationship management within EPBC for integration and utilization of EPBC's current and future products. This position develops and maintains relationships with assigned PSIs and related organizations and identifies their needs, interests, and preferences concerning EPBC's products and services. This is accomplished by working collaboratively with PSIs'/related organizations' identified representatives to understand their plans and goals regarding EPBC's products and services. This position also develops annual integration plans including implementation projects and schedules, and manages identified projects.

Key Accountabilities

Relationship Management (60%)

- Provide relationship management services to assigned PSIs and other identified client groups
- Act as EPBC's liaison to ensure understanding of EPBC's products and services
- Provide communication between EPBC and external identified stakeholder representatives and contacts
- Provide support to stakeholders, manage issues, research and identify solutions, and negotiate successful outcomes
- Collaborate with Product Leads and the Client Service Support team to ensure needs, interests, and preferences are understood and actionable
- Develop and lead working groups to support collaboration across and between PSIs, or other client groups, to ensure standardized approaches for EPBC's products and services
- Act as project manager for projects with assigned PSIs/related organizations onboarding or updating with EPBC's products and services
- Identify project scope, expected deliverables and anticipated timelines with PSIs; and negotiate resources needed within EPBC to deliver project
- Implement projects using EPBC project management documentation/process and coordinate project testing (e.g. application and transcript features and enhancements; transactions between onboarded PSIs/related orgs)
- Collaborate with client service support team to ensure monitoring of testing activities and issue resolution
- Deliver post-project reports

Utilizations Plans and Schedules (25%)

- Coordinate annual utilization plans for each identified PSI or related organization
- Conduct gap analyses between EPBC products and services and requests for new features and enhancements
- Recommend utilization pathways and identify implementation schedules; and check-in regularly to ensure plan is up to date
- Gather feedback on products and services and provide to Product Lead, with recommendations for implementation (e.g. preferable timelines and delivery preferences)
- Provide notification of product and service updates, changes, and enhancements. Work with Product Lead to provide version updates and training

Analysis and Reporting (10%)

- Maintain up to date knowledge of technologies (e.g. RESTful Web Services, software/infrastructure systems, etc.) and data exchange standards (PESC XML) and how these can be best be applied to EPBC products/services
- Keep current with global trends for software development, data exchange standards, and online services and participate in provincial and national groups
- In collaboration with the Product Lead, review product usage reports and identify new product development opportunities
- Attend conferences and provide presentations on EPBC's products and services

Participate in EPBC Initiatives (5%)

- Act as a member of the annual EPBConnect event and provide relationship management support and other duties as identified
- Participate in in-person meetings and webinars as needed on behalf of EPBC

Competency Requirements

- Ability to provide team members with guidance and constructive feedback to work related questions and performance
- Ability to coordinate, assign, and review workloads of self and others
- Proven organizational skills and the ability to efficiently manage multiple projects and tasks with competing deadlines
- Proven problem-solving skills with the ability to determine root causes and provide recommendations to management, staff and stakeholders
- Ability to collaborate across the organization, seeking to understand the interests of others, and support the collective mandate of EPBC
- Ability to build and foster mutually beneficial relationships with stakeholders
- Ability to communicate in both technical and non-technical terms and present information to non-expert audiences
- A focus on providing exceptional client-service to all EPBC staff and external stakeholders
- Ability to translate technical analysis of information and concepts into workable solutions
- Ability to facilitate conversations and situations that require the use of consultation, negotiation, conflict resolution, and diplomacy skills

Education, Knowledge and Experience

- A Bachelor's degree in Information Technology, Business, Communications or a related field is required or an acceptable combination of education, training, and 5 – 8 years of experience
- Understanding of the BC post-secondary system or government environment is considered an asset
- Experience in collaborating across organizations that may have competing priorities, resources and timelines

- Experience with onboarding organizations to new products and services
- Experience facilitating groups and leveraging collaboration skills
- Experience with Project Management and Business Analysis methodologies

Supervisory Responsibilities

Responsible for providing technical oversight, review, and guidance to other team members' and clients' work. It also provides coaching and guidance to support the skill development of employees.

Interpersonal Relations

The key stakeholders and team members this role interact with include:
- Internal Stakeholders– Director, Client Relations, Client Service Support team, Product Lead, Director, Technology Development, Business Analysts and Marketing and Engagement team members involved in communiques to PSIs, SFU
- External stakeholders – PSIs, BC Government Ministries, Provincial and National Hubs (e.g. Ontario Universities' Application Centre, ARUCC National Network), Vendors, Industry Partners (e.g. PESC, CanPESC), PSI organizations

Decision Making Authority

Decisions generally affect their own work and the workflow of others in the department. Through the collaborative nature of EPBC, decisions may also impact the workflow or reputation of other departments. In some instances, decisions may impact stakeholders, precedents, and procedures.

Financial Responsibility

No financial responsibility.

Working Conditions

This position is expected to have the normal working conditions expected of a professional office role. Additional working conditions include:

- Evening and/or weekend work may be assigned, on occasion, in response to critical issues or in lieu of regularly scheduled weekday shifts
- Possible eye strain from the constant viewing of electronic displays (i.e. computer monitors)
- Occasional travel may be required

Posting Information

Closing Date: **Open Until Filled**

The salary range for this position **is $82,400 to 98,400**, commensurate on experience.
This position is based in **Vancouver**.

To apply for this position, please send your CV and cover letter to careers@educationplannerbc.ca
All qualified candidates are encouraged to apply, although only those eligible to work in Canada will be considered.

Disclaimer
The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.