

## Job Posting – Sr. Supplier Relationship Manager

We're looking for a Sr. Supplier Relationship Manager to join our team!

### Key Responsibilities

#### 1. Evaluates Market Potential and Builds Relationships With Supplier Partners.

- Identifies opportunities and barriers to OECM's customers accessing and participating in OECM's Marketplace of Products and Services, using information/data from a range of sources.
- Tailors outreach strategies and implements marketing tactics targeted to the business needs of individual customers, customer market segments and niche communities; working in collaboration with the CRM team to develop our portfolio as customers build financial success.
- Develops key messaging regarding OECM product/service positioning to optimize communications to current and potential customers to demonstrate alignment with their needs; responding to challenges and develop trusting relationships.
- Promotes the value of and creates awareness of OECM's Marketplace of Products and Services and savings opportunities through a variety of communications tactics e.g. education sessions such as webinars, category and sector feedback forums and ensuring responsive customer service.
- Identifies and liaises with OECM's SSS and CRM teams to promote OECM's Marketplace of Products and Services; providing advice on how OECM's services can help customers enhance their business, and receiving feedback for continuous improvement.

#### 2. Builds Business-to-Business Relationships That Contribute to Growing The Utilization of A Portfolio of Products and Services

- Develops joint marketing plans with suppliers, in partnership with Marketing and Communications teams when appropriate, to help suppliers market their products and services.
- Manages the communication flow between suppliers and OECM to promote a solid understanding of ethical contracting, best business practices and agreement obligations.
- Develops, implements and manages a comprehensive supplier orientation and risk mitigation program by developing governance structures, communication/collaboration frameworks and orientation/onboarding programs to support agreement execution and build effective supply relationships.
- Proactively looks for ways to ensure effective negotiations and relationship management with OECM contracted suppliers by encouraging an atmosphere of trust, openness and communication in a collaborative environment with shared objectives.
- Maintains and builds strong relationships throughout the execution of contracts; takes the lead for relationships and communications during difficult discussions of dispute and issue resolution.
- Effectively manages issues, including resolving tensions between the customer and supplier, in situations where tension is felt or perceived, but no formal issue has yet arisen.

#### 3. Manages a Rigorous Supplier Relationship Program

- Develops and implements agreements and supplier performance management processes to ensure value for money. This includes: the on-time and on-budget delivery of equipment, materials, services, etc. to ensure that all obligations of the agreement terms are met and carried out in a manner that represents a balance between the interests of OECM, OECM's clients and the supplier. This involves regular business reviews, monitoring of key performance indicators and supplier evaluations.
- Plans and negotiates rate, product, services changes and agreement renewals.
- Negotiates issues and claims on large or high-risk agreements; including liaising throughout the negotiation process with internal project managers, internal/external senior managers, legal advisors and technical experts, as necessary.
- Conducts informal and formal dispute resolution processes.

- Provides leadership and decision-making in tense and high-risk agreement issue escalations to ensure that positive relationships are developed or improved.
  - Monitors and improves agreement performance; and reports on overall service or business outcome level.
  - Motivates and leads staff involved with the agreements to deliver quality agreements on time and on budget with mutually beneficial contractual relationships.
  - Manages the specification of agreement performance metrics and drives performance improvement between parties while maintaining agreements.
  - Manages suppliers, performance according to the Supplier Recognition Program.
- 4. Robust Business Intelligence Program**
- Monitors the market and client environment to proactively identify trends and risks, as well as strategies to address opportunities for new products and services.
  - Conducts analysis of current and projected spending on OECEM agreements to identify opportunities for increasing spend, setting goals and measuring performance; prepares portfolio-specific annual reports.
  - Develops processes to obtain and incorporate regular feedback through customer visits, analysis of reports, review of agreements and overall customer experience and effectiveness of communications/outreach tactics to improve OECEM's service delivery and overall impact.
  - Develops and implements savings and forecasting methodologies.
  - Works with other colleagues to develop processes, tools and technology to support improved business analytics.
- 5. Team Leadership and Management**
- Leads and manages a small team; developing schedules and managing workload to ensure capacity is available for projects and assignments.
  - Guides staff in establishing performance objectives; delegates and coaches staff to optimize performance and assesses performance.
  - Leads staff selection panels.

## Skills and Qualifications

- 3-5 years of experience working in a managerial position
- Experience and knowledge in the Information Technology field required
- Knowledge of commercial contracts and terms and conditions, as well as government contracting requirements and procurement and contract law
- Familiarity with the BPS Procurement Directive and trade agreements and related processes an asset
- Results-driven, responsible, with strong commitment to contributing to the success of OECEM's business performance objectives
- Creative and able to produce accurate, high quality work under minimal supervision and tight deadlines in a fast-paced environment
- Passion for and demonstration of customer-service orientation
- Proactive and has a sense of urgency; calm positive attitude under pressure

## We offer...

OECM 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.

## Apply

Apply to this opportunity by sending your resume to [hr@oecm.ca](mailto:hr@oecm.ca). We thank all applicants for their interest. However only those selected for further screening/interview will be contacted.

*OECM is an inclusive employer. Accommodation is available under the Ontario Human Rights Code.*

## About OECM

OECM is a trusted not-for-profit sourcing partner for Ontario's education sector, broader public sector, and other not-for-profit organizations. We contract with innovative, reputable suppliers to offer a comprehensive choice of quality products and services, to generate significant savings for our customers.

Our staff are passionate about leading projects to acquire collaboratively-sourced and competitively-priced products and services for [OECM's Marketplace](#) and connecting customers and suppliers with leading edge products and services to meet customers' needs.



Customers: Discover our Marketplace of Products and Services



Suppliers: Grow your business with access to a \$4 billion market



Get Started: Find out how to start buying through OECM