

Are you ready to be a part of something bigger? As one of Canada's Best Managed Companies, Mega Group values the talents and abilities of our employees and seeks to foster an open, cooperative, and flexible environment in which employees can thrive. Being a proudly Canadian company means we're always looking for smart, enthusiastic, and passionate team members who reflect the communities we serve. Join our team today and take pride in helping our neighbours turn their businesses into success.

Make an impact with our Retail Sales & Service team as a **Member Relations Manager, Quebec & Atlantic** in a **Home** office.

What you will do:

- Develop and achieve regional annual targets aligned with market opportunities and the company's annual goals.
- Understand Members' business needs and goals to deliver effective presentation of the BBG and Mega's services as a key solution to accelerate growth.
- Collaborate with cross-functional internal teams and our digital industry partner to identify, qualify, close, and onboard prospective BBG Members, while aligning them with Mega services and digital solutions that best support their business goals and accelerate growth.
- Build, foster and maintain strong relationships with prospective and existing Members.
- Maintain Member segmentation by volume, market, engagement level, and growth potential to support targeted action plans.
- Maintain accurate records of leads, sales cadence activities, member interactions using our CRM tool.
- Execute a consistent and effective Member call cycle to drive engagement, retention, and growth.
- Participate in hosting two regional meetings per year or any other member related event.

What you offer:

- Bachelor's degree in a related field is preferred.
- Minimum five (5) years of experience in a sales position.
- Proficiency (written and oral) in both English and French is required, as this position requires regular communication with English-speaking employees, members, and suppliers across Canada and the United States.
- Strong communication, negotiation, and presentation skills.
- Ability and willingness to travel up to 10% of the time within Canada and the U.S. to support business needs, including regional meetings, member visits, and company events.
- Demonstrated experience and understanding of retail operations (preferably home goods) in Canada.
- Excellent relationship-building, networking, and stakeholder management skills.
- Strong presentation, communication, and interpersonal skills.
- Strategic thinking with the ability to develop and execute regional growth plans.
- Data-driven approach to member segmentation and account planning.
- Strong organizational, time management, and follow-up skills.
- Demonstrated knowledge of Canadian retail operations, preferably within the home goods industry
- Proficient in Microsoft Office 365.
- Experience using a CRM system is considered an asset.
- Understanding of digital marketing principles is considered an asset.

What we offer:

- Health and Dental coverage
- Health Care Spending Account
- Lifestyle Account
- Gainshare
- RRSP Plan

- Employee Assistance Program
- Social and charity committees
- Healthy work-life balance
- Positive company culture
- Training and development opportunities
- The personal fulfillment of supporting local businesses

Who we are:

Making independent retailers stronger is not just a tagline, it is our entire reason for being. For over 60 years, Mega Group has provided a competitive edge to like-minded Canadian independent home goods retailers by providing programs and services that save them time and money. Entirely member-owned, Mega Group provides the combined expertise and scale in the areas of Retail financial support, Digital business, and Business Fundamentals that our members cannot easily access or afford on their own.

Want to learn more? Check out our [website](#) and follow us on [Facebook](#).

Our goal is to support local businesses. We believe the best way to do that is by building a team with various backgrounds, cultures, and perspectives to help make our vision a reality. Diversity and inclusion fuel our innovative solutions and unite us with our members and the communities we serve. We have a nationwide, multicultural, and diverse member base - we want to reflect that inside our walls.