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| Position: | Regional Director of Member Services |  | Reports to: | Vice President, Member Services |
|  |  |  |  |  |
| Location: | BC, AB, SK & MB |  | Date: | December 2024 |

# Position Summary

The Regional Director of Member Services (hereinafter the “RDMS”) is responsible for TBM Holdco Ltd. and or its subsidiary or affiliated companies (“TIMBER MART”) to ensure the best use of our group’s resources, within its assigned region, to the optimum quality of service for TIMBER MART’s members by planning, leading, delivering and monitoring the highest level of mutually beneficial and satisfactory relationship between TIMBER MART and its members.

## Major Responsibilities

The RDMS plans, organizes, directs, controls and evaluates the following portfolio of responsibilities, in a cost efficient, sustainable and ethical manner aimed at promoting the best interest of TIMBER MART and its members, in increasing the group productivity, profitability and competitiveness, and in supporting its corporative interest and commercial advancement:

* Management of successful membership recruitment initiatives within the assigned region, including the elaboration of the relevant strategic planning of the recruitment programs;
* Management, within the assigned region, of the relationships with members, acting as the liaison between TIMBER MART and the regional membership;
* Development and management of an annual budget for the assigned responsibilities in the assigned region, as well as the accountability of their P&L performance and adherence to corporate policies;
* Supervision and management of the mission and strategic direction of TIMBER MART as it relates to membership affairs in the region, in collaboration and consultation with the Senior Leadership Team (“SLT”);
* In collaboration and consultation with the SLT, management of the allocation of resources to implement TIMBER MART’s organizational policies and programs and financial and administrative controls as they relate to the membership affairs in the assigned region;
* Reporting to the Vice President, Member Services on TIMBER MART’s membership affairs, activities and status in the assigned region;
* Management of strategies to promote and improve the group’s overall profitability in the assigned region’s recruitment, sales, in-store service and margin targets, including the measurement, analysis, reporting and accountability for the performance and success of recruitment initiatives in the assigned region;
* Managing, reporting and being accountable for the relationship with specific key accounts within the assigned region;
* Managing and supervising the liaison and coordination with hardware and lumber procurement, building product procurement, and sales and operations teams, aiming at maintaining an efficient and productive collaborative organizational relationship in regard to product and service assortments, pricing, strategies and overall quality. More specifically, but without limiting the generality of the preceding point, being an active member of and supporting the national negotiation program by bringing relevant regional information to the national team, and bringing back to its region and championing the concluded programs at the regional level;
* Active participation and representation of the group in negotiations and other official functions, as assigned;
* Monitoring and ensuring the compliance of the group’s operations in the assigned areas of responsibility with all applicable laws and regulations;
* Advising and generally making recommendations to the Vice President, Member Services on all matters pertaining to the group member services national and regional strategy and planning, with a strong emphasis on the perspective and approach of translating financial, product or market intelligence into actionable and compelling business insights, targeting an increase in the TIMBER MART’s profitability and industry leadership;
* Acting as the SLT’s designated representative in any specifically assigned mandate;
* Working on a daily basis in close relationships with members of the SLT, instilling the utmost spirit of cohesion, mutual support and team efficiency, participating in and supporting its activity, programs and initiatives, and reporting on the Distribution and Trading Arms team’s activities and status.

###### **Qualifications**

* Bachelor's degree in Business, Marketing or related field;
* Minimum of 5 years’ experience in B2B business development and/or strategic account management;
* Strong hands-on management skills with proven expertise in managing, enhancing, developing and rolling-out recruitment and sales programs and initiatives;
* A proven ability to develop strong client relationships at the senior management level;
* Demonstrated ability to stay abreast of external forces, including changes to the regulatory environment and competitive landscape;
* Superior account management, with the ability to generate interest, trust and credibility at all levels;
* Proven capacity to develop strategic and value-added business solutions for the customers;
* Bilingualism (English and French) is compulsory in Quebec, and a strong asset in other regions of Canada;
* Availability to travel within Canada up to 75% of the time is required.

Total compensation between $95,000 and $115,000, based on experience and qualifications.

Participation in a comprehensive group benefit package.

Please apply by sending your current resume and a cover letter to:

[HR@timbrmart.com](mailto:HR@timbrmart.com)

Please note the position title in the subject line

This posting will close on December 31, 2024; applications received after this date will not be considered for the position.

This posting will close on December 6, 2024; applications received after this date will not be considered for the position.

TIMBER MART is an equal opportunity employer; this position is offered in accordance with this principle.

Although, the confidence demonstrated towards TIMBER MART by all those who will decide to apply to the present posting is appreciated, please take note that only the applicants selected to be offered an interview will be contacted.