



ASL Job Posting Summary

Job Title: Business Development Lead

Job Type: Full-time Employee

Location(s): Ottawa, ON (Remote work will be considered)

Who we are:

After 25 years in business, SLIAO is still committed to delivering the highest quality of sign language interpreting and translation. We work closely with the Deaf community and are constantly working to improve accessibility within our organization and beyond.

Our company culture guides our day-to-day work and every interaction we have with clients and our workforce. Are you looking to make a real impact in your job? Do you want to play a pivotal role on a team of results-oriented and passionate individuals? If so, SLIAO might be the place for you.

The opportunity:

At SLIAO, we care—about our clients, our workforce and the communities we serve. We're dedicated to creating a work environment that allows you to be productive, while enjoying your personal life.

We are looking for a highly motivated Business Development Lead to help us discover and capture new business opportunities. If selected, you will work alongside the Director of Business Development, Opportunities, and Technology to ensure that SLIAO continues on a successful path of growth, client satisfaction and innovation. The person filling this role will be enthusiastic about exploring new client relationships, be innovative in fulfilling customer needs and company growth, and be futuristic in how they envision the use of technology.

If you're ready to take your sales career to the next level, please read on!

What you'll do:

Business Development

- Build solid relationships with clients, vendors and distributors, as well as sales and marketing teams
- Develop in-depth knowledge of company offerings to help identify profitable business opportunities

- Develop business plans and manage strategic partnerships to grow business
- Prepare all documentation required for requests for Proposals (RFPs), maintain and monitor all procurement portals
- Implement action plans for achieving set targets
- Draft, modify and distribute Proposals and Master Service Agreements
- Monitor and update supplier diversity portals, and certifications
- Identify new business opportunities for partnerships and RFPs
- Use HubSpot CRM, Customer Relationship Management system, for managing relationships with customers, to pursue all business opportunities and work of the company to ensure knowledge transfer, customer satisfaction etc.
- Assist with researching emerging trends and recommending new company offers to satisfy customers' needs
- Develop surveys and assess results to determine customer satisfaction levels and make necessary adjustments to ensure a satisfied clientele
- Assess client needs and recommend tools, resources and possible improvements as required
- Attend expos, trade shows, conferences to connect with potential and new clients

Opportunities

- Present market research and suggest strategies to expand market research
- Conduct research to identify new business opportunities and technologies
- Present business or technology opportunities to the Director, as identified
- Liaise with marketing to expand market research and suggest strategies to develop business plans to ensure they are in line with the company growth strategy
- Conduct product and/or service demonstrations to potential and new customers

Technology

- Assist with selection of automation software and software platforms, as required, that best meet company growth needs (ie Rogers, GPS systems, etc.)
- Research and assess future technology need and requirements with growth
- Liaise with vendors and suppliers, as required
- Integrate systems and portals to create seamless platforms

Other related duties

- Post-sale customer relations, renewal of contracts, regular check-ins
- Update slide decks and other sales collateral
- Able to travel, as required

What you offer:

- Post-secondary degree/diploma within Business and/or related field
- Minimum 1-2 years sales experience, with an understanding of complex and long sales cycles
- You have strong English communication skills (proficiency in ASL, French and LSQ is an asset)
- You're strategic, high-energy and results oriented

- You have a track record of closings deals above quota
- You're tech savvy. You learn new tools and programs quickly (bonus if you have experience working with HubSpot or other CRMs)
- You understand that with a small team, sometimes it's all hands-on deck
- You have strong presentation skills and you're willing to step outside of your comfort zone

What it's like working with SLIAO:

- We offer a work environment that's fast paced and dynamic, but also structured
- Enjoy a flexible work schedule, remote work is an option
- We have a collaborative and supportive team—we celebrate each other's wins and handle challenges together
- Team building is important to us - we've had everything from coffee tastings to virtual magic shows
- We care... a lot! We're people first—work life balance is a huge priority for us
- We offer a generous professional development budget and opportunities for growth
- Vacation, sick leave, and personal days, we offer way above what employment standards dictates
- We offer a flexible extended health and dental benefits program, plus a group RRSP with employer matching

Application Process:

After reviewing applications, the selected qualified candidates will be invited to undergo skill testing related to the position.

SLIAO recognizes that many of the greatest ideas and discoveries come from a diverse mix of minds, backgrounds, and experiences. We are committed to cultivating an equitable and inclusive work environment that acknowledges diversity in the Deaf population that we serve, in our interpreting community and workforce. We welcome applications from all qualified candidates.

If you require any accommodations during the application process, please let us know.

Applications, including cover letter and resume, will be accepted until **November 3, 2022 at 5pm ET.**

Contact Information:

Please forward application and any questions to SLIAO Human Resources at hr@sliao.ca.

Additional information about SLIAO can be found on our website at sliao.ca