

POLLARD banknote limited

Pollard Banknote is a leading lottery partner to more than 50 lotteries worldwide, providing high quality instant ticket products, licensed games, and strategic marketing and management services for both traditional instant games and the emerging iLottery space of web, mobile, and social channels. The company is a proven innovator and has decades of experience helping lotteries to maximize player engagement, sales, and proceeds for good causes. Pollard Banknote also plays a major role in the charitable pull-tab and bingo markets in North America. Established in 1907, Pollard Banknote is owned approximately 73.5% by the Pollard family and 26.5% by public shareholders and is publicly traded on the TSX (PBL). For more information, please visit the website at www.pollardbanknote.com.

MANAGER, SALES & MARKETING

THE OPPORTUNITY:

We are seeking an enthusiastic, customer-focused Professional to join our Sales & Marketing Team.

The Manager, Sales & Marketing serves as the primary liaison between assigned clients and internal work groups, to ensure exceptional service and product quality. In this role, you will be responsible to prepare customer specifications for all product requirements according to ISO procedures and to facilitate on-time delivery of tickets and other game deliverables.

This position requires you to have flexibility to shift gears in a quick fashion when other projects come on board and at times will be working with the Director on large scale projects such as customer RFPs. You will be required to respond to client urgent issues in a timely fashion and work with a variety of internal groups to resolve client concerns.

If you thrive in a fast-pace, deadline driven environment and have exceptional customer service skills then this opportunity is for you!

KEY RESPONSIBILITIES:

- Provide excellent customer service to assigned accounts through timely responses to requests
- Generate new business by promoting new concepts and ideas to our Client
- Prepare customer specifications and obtain internal and customer sign-offs
- Assist in large scale projects such as RFPs
- Manage the flow of all other paperwork required to keep game orders on schedule, to meet customers' delivery requirements
- Work with the Director, Sales and Retail Development to help identify opportunities, resolve issues and to assist assigned lotteries to meet their objectives, and assist in business development efforts

QUALIFICATIONS:

- Bachelor's Degree in Business or related field
- 3+ years' experience in account management or other customer service related position
- Outstanding written and verbal communication skills
- Proven ability to work within a team as well as independently
- Strong time management and organizational skills with the ability to multi-task
- Keen attention to detail
- Strong problem-solving skills with the ability to think outside the box
- Able to effectively communicate and work with all levels of staff
- Demonstrated success in providing top quality customer service
- Proficient in MS Office applications and Adobe Acrobat

Pollard Banknote offers a challenging, team-oriented environment, competitive compensation, profit sharing program, company pension and opportunities for professional development. Interested candidates are encouraged to submit a cover letter outlining fit and salary expectations along with a résumé to:

Pollard Banknote Limited
www.pollardbanknote.com
E-mail: humanresources@pollardbanknote.com

*We thank all that apply, however only candidates selected for an interview will be contacted.
Employment is contingent upon a satisfactory response from a Criminal Record Search.*