



Catalyst IT Canada Ltd.
20 Bay Street Waterpark Place, 11 Floor
Toronto ON M5J 2N8
Canada
enquiries@catalyst-ca.net
www.catalyst-ca.net

Catalyst Canada is seeking an Account Manager specializing in Client Relationship Management. The hands-on and details-oriented with a focus on maintaining the highest level of client relationship, as well as maintaining and building revenue streams for existing clients.

We are looking for a proactive self-starter with a passion for maintaining client relationships, understanding customer needs, and collaborating with internal teams to meet deadlines and expectations. Experience dealing with external clients and managing projects from requirements gathering to execution is essential.

There will be some project management responsibilities for assigned clients. These are generally for upsell and small consulting engagements with the support of the existing operational Catalyst technical team.

About Catalyst

Catalyst IT Canada is a leading provider of Moodle LMS and other open source learning platforms to our Canada client base. Catalyst IT Canada operates as part of the Catalyst IT Global Network, with offices in Canada, Australia, New Zealand, and the UK. This role will be in the Canadian team and working with Canadian (and some US) clients.

This role will need strong French language skills. Candidates should be native French speakers or fully bilingual - comfortable in both English and French across spoken, written and verbal communication.

Responsibilities:

- Develop and maintain strong relationships with allocated clients.
- Comfort with being thrown in the deep end to understand client requirements and navigate the best solution.
- Leading small client-specific and internal projects.
- Managing the contractual renewal cycle of Managed Service engagements.
- Understand and be able to report on revenue metrics, including per-client projections.
- Coordinate internal and external resources to ensure project adherence to scope, schedule, and budget. This includes clear communicate to clients on current and upcoming status.
- Strive to improve the success of all Catalyst clients. Identify opportunities for account growth and work towards achieving revenue retention and growth targets.

Our Ideal Candidate Has:



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- 2+ years of experience in Account Management, Client Relationship Management, Project Management, or a similar role.
- Understanding of the Educational Technology market.
- Proven ability to manage client relationships and work with all levels of management both internally and externally.
- Excellent attention to detail, with a strong focus on meeting deadlines and budgetary guidelines.
- Exceptional written and verbal communication skills in both French and English required.
- Positive, proactive attitude with a self-starter mentality.
- Strong presentation skills and the ability to clearly convey information to clients and stakeholders.

What Join Catalyst Canada

- 100% remote work arrangement with occasional travels (client meetings and team gatherings)
- Full benefits paid by company from day 1 (medical, dental & vision)
- RRSP Contribution
- Annual training allowance
- Equipment allowance at the beginning of the employment

Compensation Range: \$60,000 - \$109,000

Catalyst understands that no candidate has every prerequisite, we are completely comfortable with the right candidate growing into the role. These requirements should aid in your understanding of what “ideal” looks like to Catalyst.

This role is a full-time, remote opportunity for candidates based in Canada.

How to Apply:

Please send your updated CV to hr@catalyst-ca.net by **Saturday, October 31.**

AI usage: We use AI tools to help screen for this role. These tools support our recruitment process, but do not make final hiring decisions.

Given the high volume of application, only candidates chosen for the next step will be contacted by our HR department.