



NOT-FOR-PROFIT CLIENT RE-ENGAGEMENT AND ACCOUNT SPECIALIST

About Us

At Bargains Group, we do business with a purpose. For over 37 years, we've been helping charities, non-profits, and social service organizations across Canada make a real impact. From offering affordable, quality products to our Kits for a Cause program, our goal is to support those who help others. If you're excited about reconnecting with past clients, finding new opportunities, and building strong, lasting relationships—all while supporting a meaningful cause—this could be the right role for you.

About You

You love connecting with people and sparking meaningful conversations. You get energy from bringing old clients back to life and nurturing existing ones. You have a hunter's mindset with a heart for service. You're curious, proactive, and persistent—but also empathetic and customer-focused. You thrive in a fast-paced environment where you can wear multiple hats, be resourceful, and grow your skill set with continuous coaching and training.

About the Position:

As a Client Re-Engagement & Account Specialist, your mission is to revive and grow relationships with dormant and existing charity and wholesale clients across Canada. You'll be re-engaging decision-makers, researching new contacts, and promoting our services and programs to those in need. With a strong focus on relationship-building and business development, you'll help educate our clients on all the ways in which we can support them to ensure we stretch their budget further.

Key Responsibilities:

Regeneration & Business Development (60%)

- Reconnect with dormant clients and identify the right points of contact and all possible programs
- Use warm calls, cold calls, Google Alerts, and email outreach to generate new leads
- Educate nonprofit and charitable organizations on how Bargains Group, Kits for a Cause, and Engage and Change can support them with low prices and donations
- Proactively ask for referrals to grow your client list
- Collaborate with the sales and marketing teams to expand outreach
- Maintain set goals and KPIs
- Contribute to overall sales growth through creative thinking and initiative

Client Maintenance (25%)

- Follow up with current clients to ensure ongoing satisfaction and service.
- Provide exceptional service to existing clients, ensuring their orders are processed efficiently and accurately.
- Ensure accurate and efficient processing of client orders

Administrative Tasks (15%):

- Maintain an up-to-date client contact database using our CRM system.
- Ensure accurate and timely updates to pipeline tools based on the client journey.

Qualifications:

- Knowledge and/or experience of the NFP and charities sector (required)
- Degree/Diploma in Business/Communications/Social Sciences /Fundraising or relevant work experience would be an asset.
- 2-3 years of account management, relationship management, and business development experience would be an asset.
- Planning and logistics experience would be an asset.
- Charitable fundraising experience is not necessary but would be an asset
- Experience using an online data management system, CRM and ERP systems

Skills and Attributes:

- Have a passion for helping charities and NFPs in these challenging times
- Ability to build, deepen, and maintain charity & NFP relationships
- Incredible attention to detail, highly organized and remains calm under pressure
- Ability to prioritize and multitask in a fast-paced environment with tight turnaround times and manage a pipeline at any given time
- Excellent verbal and written communication skills
- Easy to adapt and be flexible to the needs of clients and the NFP sector
- Purpose-driven individual who understands the power of our program and the opportunity at hand - each successful day creates a positive local impact
- Ability to work with small to large organizations
- A team player who loves helping people and making a difference
- Must be inclusive and empathetic to those in need

Job Types: Full-time, Permanent

Pay: \$45,000 per year + commissions and bonus

Benefits:

- Business Casual
- Dental care
- Extended health care
- On-site parking
- Paid time off

French not required

Schedule: 8:30 to 5:30, Monday to Friday

Work Location: In person

Bargains Group / Kits for a Cause Team's Core Values are:

- We consciously care (*we give a sh*t*).
- We are community builders.
- We make a positive impact.

All interested candidates should email their resume to info@bargainsgroup.com. **We would love for you to answer the following questions with your resume submission:**

- What do you value most in a workplace?
- What motivates you?

- Do you or have you volunteered? If yes, please tell us about it
- What do you enjoy doing in your free time?
- Tell us about a challenging experience with a client, what did you do?
- What are your salary range expectations