

Executive Coach/Account Manager

Location: Toronto, Ontario

Term Maternity leave contract
(12-month) starting Immediately

IMPACT.

Business Results. Professional Success.

3240 Yonge St.
Toronto, ON, Canada, M4N 2L4
www.impact-coaches.com
416 488 0026 (office)

 Impact-Coaches Inc.

 @impactcoaches

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About Impact-Coaches Inc.

Impact-Coaches Inc. is a business coaching organization that has been delivering leadership, business development and team development in the form of assessments, individual coaching, and group/team coaching since 2003. We have a proven track record and a growing client list thanks to our commitment to excellence in coaching and client service. We have grown steadily year after year and have a strong team of coaches across Canada. Impact-Coaches Inc. supports a fair and equitable work environment. Our coaches work virtually but are well-connected to our organization. We pride ourselves in being an organization that “*business people turn to when they want to excel*” and “*all coaches aspire to work with*”.

About the Opportunity

If you are looking for an opportunity to make a difference, this could be the role for you. We want someone to join our team who has an entrepreneurial spirit and is passionate about helping us grow our business by coaching our clients, managing and growing our accounts, and helping us create new services and sources of revenue at our newly expanded and renovated office. You must be a self-starter who demonstrates drive, energy, creativity and innovation in how you think and act. You should bring a few years of solid business experience as a consultant or HR professional with a track record of successful strategy development and execution. We will be especially interested if you have professional services, financial services or capital markets industry experience. You may not be an executive coach today, but you must have a passion and aptitude for coaching people and be prepared to commit the necessary time and energy to becoming certified as a coach and in various assessment methods through formal training and mentoring.

This is a full time contract opportunity for a year that may grow into a permanent opportunity for the right person. This role will require your full commitment, so only those looking for full time work should apply.

You will work from a combination of locations in the GTA including our office at 3240 Yonge Street (near Lawrence Avenue), client sites, and your home office. Travel to client sites in the GTA is expected. No national or international travel is anticipated, but may be required periodically.

Accountabilities:

Executive Coach (60%)

- Coach at management and executive levels using the Impact coaching process
- Support coaching and group work with assessments including personality assessments, client and feedback interviews, individual development plans
- Learn Impact products and services in order to facilitate delivery
- Research and design facilitation approaches and work products to support effective and impactful delivery
- Contribute to or facilitate group/team sessions for Impact clients

Business Development (20%)

- Develop and deliver new services from our office at 3240 Yonge Street (group sessions, coach training, etc.)
- Identify opportunity to grow clients and the business by identifying, developing and pursuing new and innovative client and product opportunities
- Increase Impact presence within existing and new clients and the coach community through networking, presenting, publishing

Account Management (20%)

- Manage accounts and key relationships, working with a senior coach and supported by an internal Coordinator
- Build and strengthen client relationships by developing a strong understanding of the client and their needs

- Understand Impact's products, services, tools and methodology and how they can be leveraged to support and grow our clients
- Work with the internal team to facilitate proposals, statements of work, pricing, profitability, and identify resources/teams to deliver work
- Organize and plan delivery of work (with support of Coordinator), ensuring it is of the highest quality and represents our brand
- Ensure a high level of client satisfaction through regular contact, soliciting feedback, and resolving issues promptly

Technical Qualifications

Must have:

- Undergraduate degree
- A few years of solid business experience as a business consultant or HR professional with a track record of successful strategy development and execution (financial services or capital markets industry experience preferred)
- Passion for coaching. Demonstrates genuine curiosity to support clients on their goals and objectives
- Self-starter who demonstrates drive, energy, creativity and innovation in how you think and act
- Entrepreneurial nature to assist in driving business growth
- Team player who likes to collaborate and share ideas with others. Strong ability to collaborate and form relationships in a virtual office environment
- Highly trustworthy, loyal and committed to a high level of integrity
- Highly professional with a strong focus on service excellence and quality
- Communicates effectively with clients and coaches on a timely basis and demonstrates honesty and respect in all interactions
- Strong organization skills to support effective management of assigned accounts; demonstrated ability to execute projects on time with attention to detail
- Strong written communication skills through email and written documents/reports/deliverables

Preferred:

- Master's degree
- Coaching Accreditation (ICF or equivalent)
- Certified in personality assessments, including Hogan/Hogan Business Reasoning Inventory, the Birkman Method Assessment, and Team Management Profile (TMP)
- Assessment experience (conducting coach-led 360 interviews and writing assessment reports) is a strong asset
- Experience designing and leading group sessions centered around team effectiveness
- Bilingual (English/French)

To apply, contact Elaine Muzyczka, Director of Operations, Impact-Coaches, 3240 Yonge Street, Toronto, M4N 2L4, elaine@impact-coaches.com, 416-561-0041 (mobile) or 416-488-0026 (office).