

## **ACCOUNT MANAGER, CONVENTION SALES**

Come work at Ottawa's premier convention centre. Located in the heart of Canada's capital, steps from the Rideau Canal a UNESCO World Heritage site, and attached to CF Rideau Centre.

We are seeking an **Account Manager, Convention Sales** to join our team of professionals, who are operationally driven by inspired colleagues and selected suppliers whose main goal is to create extraordinary events.

The Rogers Centre Ottawa, Canada's Meeting Place, is defined by a singular focus on realizing our vision of "Inspired Team Delivering Exceptional Events" and by living our shared commitments whereby the full potential and ambitions of our colleagues and guests are achieved. The hallmarks of our culture are strong and responsible leaders, empowered colleagues, and loyal guests.

An Operational Enterprise Agency of the Crown in the Province of Ontario, with a mandate to operate, maintain and manage an international class convention centre that will promote and develop tourism and industry in Ottawa and Ontario.

### **POSITION TITLE**

Account Manager, Convention Sales

### **POSITION TERM**

Full time, permanent

### **LOCATION**

Ottawa, Ontario

### **REPORTS TO**

Vice President of Sales

### **SALARY RANGE**

Base Salary - \$70,000 to \$80,000

### **POSITION SUMMARY**

The Rogers Centre Ottawa is seeking a dynamic **Account Manager, Convention Sales** to join its Sales team. Reporting to the Vice President of Sales, the Account Manager is responsible for managing and growing a portfolio of convention clients, serving as the primary point of contact from initial inquiry through to event execution. This role plays a key

part in driving convention business by developing strong client relationships, coordinating detailed proposals and contracts, and collaborating closely with internal teams to ensure a seamless client experience.

The Account Manager oversees multiple accounts simultaneously, managing timelines, space allocations, and client communications to ensure all commitments and deadlines are met efficiently and accurately. The ideal candidate brings a proven ability to manage complex sales cycles, prepare professional sales materials, and communicate clearly and persuasively with clients and internal stakeholders. Strong writing skills, business acumen, and attention to detail are essential to producing high-quality proposals, agreements, and correspondence.

This position requires a high degree of professionalism, discretion, and ethical standards when handling client information and contractual details. The successful candidate is highly organized, adaptable, and thrives in a fast-paced, deadline-driven environment. You are a relationship builder with excellent time and project management skills, the ability to troubleshoot effectively, and the tact and diplomacy to manage diverse client and partner relationships while responding to evolving priorities and opportunities.

**DUTIES AND RESPONSIBILITIES INCLUDE** (this is not an exhaustive list):

- Manage current accounts and solicit new business through weekly sales activities, outside sales calls and attendance at market specific conferences and events.
- Prospect and qualify leads in order to build long-term, value-based customer relationships and to meet revenue targets.
- Generate creative sales proposals that combine and satisfy underlying customer needs as well as logistical requirements.
- Develop monthly sales strategy and present action plans
- Work collaboratively with Ottawa Tourism and hotel partners on securing mutually beneficial city-wide Conventions.
- Conduct customer site tours of the Rogers Centre Ottawa, providing product knowledge and creative planning initiatives.
- Participate in market and industry events representing the Rogers Centre Ottawa in a professional manner.
- Provide accurate, complete, and effective file turnovers to the Event Management team to ensure proper service delivery.
- Perform work in accordance with the provisions of the *Occupational Health and Safety Act* and Regulations and all other corporate/departmental policies and procedures.
- Perform other related duties as assigned by Vice-President of Sales.

## **TO BE SUCCESSFUL IN THIS ROLE WE REQUIRE THE FOLLOWING**

### **EDUCATION/EXPERIENCE:**

- Post-secondary education in Hospitality Management, Communications or Business Administration.
- Minimum five years sales experience in hospitality, meeting, or convention industry with a proven track record of meeting goals and exceeding customer expectations.
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic/experience requirements.

### **ADDITIONAL COMPETENCIES/SKILLS:**

- Strong negotiation skills
- Communicate effectively, both orally and in writing, including effective presentation skills
- Maintain a calm, professional and mature emotional demeanor in interacting with colleagues, external contacts, and clients.
- Well organized, with a keen ability to set priorities and meet deadlines.
- Computer literate with the ability to maintain thorough activities in a CRM system.
- A team player with a positive attitude who is able to work in a high-pressure, high-volume environment.
- Excellent time management skills and multitasking abilities
- Ability to adapt to changes in process, systems, and organization structures.
- Available to travel and work irregular hours as required.
- Event Planning / event logistics experience an asset.
- Knowledge of Momentus booking system considered an asset.

### **LANGUAGE**

- English
- French is considered an asset.

## **SUBMISSION DEADLINE**

Wednesday, June 10<sup>th</sup>, 2026 at 5:00pm EST

Please submit your interest in writing and resume to [careers@rogers-centreottawa.ca](mailto:careers@rogers-centreottawa.ca).

This position is open to all qualified candidates and only those selected will be contacted for an interview.

## **DIVERSITY, EQUITY AND INCLUSION**

The Rogers Centre Ottawa values, celebrates, and welcomes individuality. We strive to provide a professional environment where everyone is treated with dignity, regardless of gender, age, race, religion, ethnicity, nationality, disability, appearance, or personal orientation.

The Rogers Centre Ottawa promotes a culture of respect and continuous learning to benefit from our colleagues' diverse cultural perspectives.

## **ACCOMMODATION**

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you are contacted regarding a job opportunity, please advise if you have any restrictions that need to be accommodated. All information received in relation to an accommodation will be kept confidential.

## **LAND ACKNOWLEDGEMENT**

The Rogers Centre Ottawa is located and operates on the traditional and unceded territory of the Anishinaabe Algonquin people, who have travelled and inhabited these lands for millennia.