
SENIOR REVENUE MANAGEMENT & PRICING MANAGER

Toronto, ON File #: 2022 – 60

Our client, located in **Toronto**, Ontario, is a notable, high-profile, “private sector” Corporation that is tremendously successful, consistently profitable and extremely stable. The organization maintains a “high-visibility” public presence across the GTA and Province of Ontario ... a professional, progressive, diverse, challenging and enjoyable work environment.

The entire focus of the business is to simply provide “service excellence” and deliver “customer satisfaction” ... while continually pressing forward with **contemporary Business Optimization & Strategic Pricing Initiatives**. Annual revenues exceed \$1B with approximately 500 Team oriented, agile professionals serving millions of Customers.

The Corporation requires a **Senior Revenue Management & Pricing Manager** to “add-value” to the company through short-term and long-term new business growth strategies. Central to the role is understanding customer behaviour. A contemporary Revenue Management & Pricing Leader is required to embrace this exciting mandate.

Job Summary / Pricing & Planning Department:

Responsible for assessing, developing and executing the revenue management strategy that supports the organization’s revenue and volume growth targets using pricing tools and applications that allow for integrated and seamless implementation while adhering to pricing policy and guidelines. Support the Revenue Management team in creating and implementing data-driven pricing strategies to optimize revenue.

Position Responsibilities Entail:

- Reporting directly to the Director, Revenue Management & Pricing – develop a pricing and revenue management strategy to optimize revenue
- Define and operationalize the pricing and revenue management strategy for each customer segment, account type, level of service, etc.
- Design and execute pricing study/pilots to understand the impact of market conditions, customer behavior and contractual obligations on revenue, quantity and usage
- Collaborate with the Data Science team on developing predictive pricing and forecasting algorithms and models to optimize revenue
- Assemble and analyze data to understand customer behavior from existing company data, external data sources and emerging sources
- Undertake analysis of target customer groups (segments) for specific pricing programs and assess opportunities and strategies for marketing
- Develop recommendations and coordinate the implementation of maintenance, changes and improvements to revenue-related systems (including – SAP Convergent Charging, Strata, Salesforce, etc.)
- Collaborate with internal stakeholders such as Customer Service, Marketing, Mobile App, Finance, Operations, IT and Legal, on infrastructure development, strategy and tactics, customer communications and internal FAQs relating to fees, price changes, promotions, etc.
- Evaluate revenue processes to identify opportunities for improvements and efficiencies
- Perform ad hoc analyses for the Senior Executives and/or the Board of Directors (as required), in addition to providing required data for the annual pricing audit, as well as other related duties as negotiated to meet the ongoing needs of the organization.

Qualifications/Requirements:

- A personable Team Colleague with a Master's degree is preferred. A Bachelor's Degree in a quantitative discipline such as – Economics, Finance, Mathematics, Statistics, or Engineering is required.
- 8+ years' experience in an advanced pricing and revenue management environment supporting a top tier brand in the service industry is desired together with experience leading cross-functional pricing initiatives and developing long-term pricing strategy
- Well-developed business analysis, research and creative problem-solving skills
- Highly collaborative Team Player with an entrepreneurial spirit
- Ability to work in a fast-paced, demanding environment and handle multiple projects simultaneously
- Advanced proficiency with Tableau, Access DB, Excel and SQL
- Accomplished interpersonal, written, verbal and presentation communication skills
- Robust logical and analytical reasoning abilities
- Creative thinker who can devise novel approaches to pricing
- Proactive, self-driven individual capable of working independently (when required)
- Ability to create intuitive visualizations to explain analysis, business results, objectives and related priorities, etc.

Compensation/Package:

- Annual base salary befitting the importance of this role within the organization (subject to qualifications/experience)
- Annual bonus/Incentive opportunity
- Comprehensive Benefits and matching RRSP
- Perks unique to the organization plus various other Programs/Opportunities

Please respond in confidence, via email, with resume and corresponding cover letter (using PDF file attachment) quoting file #2022 – 60 to tt@gmmcs.com. As a courtesy, each applicant will be personally contacted due to the senior nature of this opportunity with our client. We thank all applicants for their interest and consideration.



Human Resource, Executive Search,
Organizational & Career Development Consultants