

**POSITION TITLE****Business Relationship Manager (BRM)**

**FILE#:** HR11-010  
**DIVISION:** Charitable Gaming  
**DEPARTMENT:** Channel  
**REPORTS TO:** Manager, Channel Management  
**LOCATION:** TBD (Southern Ontario)  
**STATUS:** Full Time x2  
**SALARY GRADE AND RANGE:** Grade 7 (\$54,400-\$68,000-\$81,600)

**Position Summary:**

As the primary commercial operator and gaming facility contact, the Business Relationship Manager (BRM) will manage the overall quality of service provided to the OLG through business, marketing and analytics *consultation* to the charitable gaming centres to achieve: (i) greater revenues and profits for all stakeholders, (ii) improved overall customer satisfaction, (iii) operational excellence and efficiencies. Furthermore, the BRM will provide site control through game design assessment and approvals for session-based bingo games in order to maintain OLG's Conduct & Manage. Finally, the BRM will ensure that service providers are educated in OLG's gaming policies and procedures and that training is provided on a regular basis in order to meet compliance standards.

**Major Responsibility Areas:**

- Act as primary OLG commercial operator contact.
- Commercial operator relationship growth and maintenance
- Needs assessment, analysis, assist in business plan development and implementation to maximize financial performance in the reaching contracted targets
- Lead two way communications with commercial operators in the selection of new product as it becomes available, identify product portfolio options that will maximize financial performance in accordance with OLG policies and procedures, compliance and business requirements.
- Work with Gaming Centre Manager in the development, implementation, execution, monitoring and evaluation of in Centre initiatives.
- Liaise with Hall Charity Association Gaming centre Administrator to monitor charity satisfaction, challenges, resolution, and support all in centre initiatives where possible.
- Coordinate with Channel Manager the assumption of new Centres as they pass from project to core.
- Support the delivery of OLG marketing initiatives where centre participation is required.
- Coordinate centre visits to maintain a consistent in centre face to face presence that supports the commercial operator in addressing operational challenges.
- Ensure that all reports are accurate, timely, and complete all administrative requirements in an effective and efficient manner.
- Keep self fully informed of all OLG products, policies and procedures affecting Centres.
- Keep self fully informed of Centre games/products and promotional initiatives.

**Minimum Qualifications:**

- University degree and five (5) to seven (7) years of Charitable Gaming, Gaming, Non for Profit, Franchise and/or Hospitality sector experience.
- Proficient working knowledge of computer software applications (including Excel, Word and Powerpoint)
- Outside sales experience at Key Accounts level.
- Must be self-motivated and able to work on their own and in a team environment.
- Excellent communication skills, both verbal and written.
- Good presentation skills. Sound judgment, and decision making skills.
- Excellent customer service skills.
- Good analytical and problem solving skills.

- Strong interpersonal skills along with the ability to deal effectively with a wide range of customers, stakeholders, and colleagues.
- Ability to meet deadlines.
- Experience in training and educating in a franchise environment, combined with excellent organizational skills.
- Valid Ontario driver's license and AGCO Key Employee Gaming License.

**Applicants interested in this opportunity should email their resume to [HROperations@olg.ca](mailto:HROperations@olg.ca) quoting File #HR11-010.**

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**WE THANK ALL CANDIDATES FOR THEIR INTEREST, HOWEVER, ONLY THOSE BEING CONSIDERED FOR AN INTERVIEW WILL BE CONTACTED.**

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