



Division Manager Customer Experience and Business Development

The Nibiischii Corporation is an Indigenous non-profit organization mandated by the provincial government to ensure the development and management of the Albanel-Mistassini-Waconichi wildlife reserve. Its mission is to develop the territory sustainably for tourism, highlighting the wildlife, flora, and Cree culture.

Reporting to the Executive Director, the Division Manager – Customer Experience and Business Development oversee the team responsible for client service and reception. This role ensures a consistent and engaging customer experience while leading business development strategies. The incumbent also ensures that internal and external communications are aligned with the Corporation’s growth objectives, vision, and client needs. Through their actions, they help strengthen team engagement and enhance the organization’s credibility.

Customer Service

- Supervises operational teams in sales, customer service, and visitor reception
- Coordinates prospecting and follow-up activities
- Implements procedures to ensure customer satisfaction and loyalty
- Handles complaints and complex requests with diplomacy and efficiency
- Works closely with operational teams

Business Development

- Identifies business opportunities and potential partnerships
- Ensures strategic development, market positioning, and the company’s visibility
- Analyzes costs, margins, and competitive positioning
- Develops commercial performance indicators
- Integrates authentic Indigenous experiences in collaboration with the community
- Establishes partnerships with external stakeholders and creates cross-promotional offers with local entrepreneurs
- Represents the company at professional events and trade shows
- Identifies funding sources and prepares grant applications or investor presentations

Communications

- Defines and implements internal and external communication strategies
- Creates content and communication tools (website, social media, newsletters)
- Ensures brand consistency across all platforms
- Manages relationships with media and communication partners
- Organizes promotional campaigns and client events

Requirements

- Degree in marketing, communications, management, business administration, or a related field
- Additional training in customer experience, project management, or business development is an asset
- Minimum of 5 to 7 years of experience in similar roles
- Experience managing multidisciplinary teams
- Proven ability to design and implement customer-focused strategies
- Strong command of marketing and communication strategies
- Skills in business development and client relationship management
- Leadership and ability to inspire teams
- Ability to translate organizational culture into concrete actions
- Proficiency with digital tools (CRM systems, marketing platforms, collaborative communication tools)
- Bilingual (French-English); knowledge of the Cree language is an asset
- Ability to manage multiple projects simultaneously in a dynamic environment
- Strategic mindset and long-term vision

Working Conditions

- Variable schedule, 35 hours per week
- Full-time, permanent position
- Salary according to the Corporation's pay policy
- Insurance and retirement plan

Please submit your application before November 21, 2025, to: aleroux@nibiischii.com

The use of masculine pronouns in this document is solely to simplify the text.