



Job Posting

Account manager – Québec City, Québec

Full-Time

Posting Date: August 14, 2026

About Avera

At Avera, our people are at the heart of every client experience we deliver. The Account Manager plays an essential role in supporting our continued growth and upholding the high standards our clients expect.

As part of our sales team, the Account Manager plays a key role in developing and retaining our client portfolio. Through strong organizational skills and a relationship-driven approach, they help build lasting partnerships and ensure our clients enjoy an experience that meets their expectations.

Qualified and interested applicants are encouraged to apply with their resume to:
rh@xpav.ca

What You'll Lead

- Act as the primary point of contact for assigned and developed clients;
- Anticipate clients' future needs and propose proactive solutions;
- Keep the CRM up to date.
- Develop business proposals tailored to clients' specific needs;
- Negotiate and close contracts while meeting the company's profitability targets;
- Collaborate with internal teams to develop customized solutions.
- In collaboration with internal teams, ensure projects are delivered on time and on budget;
- Monitor project progress and communicate regularly with clients;
- Manage client expectations and resolve any issues that arise;
- Be responsible for all financial aspects of events (quotes, contracts, invoicing, etc.) within the timelines prescribed by the company;
- Track and analyze client account performance in collaboration with the Sales Director;
- Prepare regular reports on account activity and sales forecasts;
- Identify market trends and growth opportunities.
- Stay informed of the latest trends in the audiovisual industry;
- Participate in training to strengthen sales and account management skills;
- Contribute to sharing best practices within the sales team;
- And all related duties.





Your profile:

- Proactivity, resourcefulness and initiative;
- Excellent communication and negotiation skills;
- Strong organizational skills and the ability to manage several projects simultaneously;
- Strong client focus and the ability to build trusting relationships;
- Analytical mindset and the ability to solve complex problems;
- Resilience and the ability to work under pressure;
- Ability to work as part of a team;
- Minimum of 5 years' experience in account management, ideally in the audiovisual or events sector;
- In-depth knowledge of audiovisual technologies and services;
- Proficiency in consultative selling and client relationship management techniques;
- Excellent command of IT tools, particularly CRMs and office software suites;
- Proficiency with the Microsoft 365 suite;
- Fully bilingual in French and English, both written and spoken;
- Valid Class 5 driver's licence (an asset).

Why Join Avera?

At Avera, you'll be part of a people-first culture that values growth, supports career development, and empowers our teams to make a local impact while contributing to a national organization. Our culture is built on three core values:

- Integrity – We do what we say. We build trust through reliability, honesty, and keeping our commitments to clients and one another.
- Authenticity – We show up as ourselves. We value diverse perspectives and create an environment where people can thrive as their true selves and through teamwork.
- Accountability – We own our results. We take pride in our work, support one another, and are empowered to make a meaningful impact every day.

