



INSULATION • DRYWALL • PAINTING • ROOFING • WRAP • SPRAY FOAM • SIDING

Title: Business Relationship Manager

Location: 5651 70 St NW, Edmonton

What We Offer

- Competitive compensation and benefits package including RRSP matching.
- The opportunity to contribute to a growing organization with a strong reputation for excellence.
- A professional and collaborative work environment.

Job Overview

The **Business Relationship Manager** is responsible for building and maintaining strong client relationships to drive growth and ensure satisfaction across insulation, drywall, paint, spray foam, siding, and roofing services. The Business Relationship Manager identifies new business opportunities, collaborates with internal teams to meet client needs, and represents the company to expand its market presence. The Business Relationship Manager role supports long-term partnerships and enhances the company's reputation by fostering trust and delivering tailored solutions.

Your day-to-day responsibilities will include:

- Building and maintaining strong relationships with both new and existing clients to ensure satisfaction and repeat business.
- Identifying and pursuing opportunities to expand the company's client base in insulation, drywall, paint, spray foam, siding and roofing services.
- Acting as the primary point of contact for clients, addressing inquiries, concerns, and requests promptly.
- Conducting regular follow-ups with clients to understand their evolving needs.
- Networking with industry professionals and attending events to generate leads.
- Representing the company professionally during client meetings, industry events, and networking opportunities.
- Monitoring industry trends, competitor activities, and market demands to identify growth opportunities.
- Collaborating with leadership to develop strategies for business expansion.
- Negotiating contracts, pricing, and service agreements with clients to ensure mutual benefit.
- Following safety protocols and wearing appropriate personal protective equipment (PPE).
- Working with all team members and divisions, as needed.
- Upholding and protecting the high-quality standards of Empire Envelope Ltd. And ensuring that all work performed meets or exceeds these standards.
- Representing Empire Envelope when dealing with builders, homeowners, and trades.

As our ideal candidate, you are...

- A strong communicator; you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner.
- A creative thinker; you identify new ideas, techniques and opportunities to improve performance and productivity.
- A leader; you develop and improve the skills of others through effective coaching and guidance.
- A creative problem solver; you think outside the box for solutions without fear of failure.

Essential Requirements

- Diploma or Certificate in related field.
- Knowledge and technical understanding of the residential housing industry is required
- Minimum 5 years of experience in a business development, sales or client relationship role, preferably in the construction or insulation industry.
- Valid driver's license and access to a reliable vehicle.
- Satisfactory verification of criminal record check.

- Proficient in Microsoft Office programs (Outlook, Word, Excel, Teams, SharePoint and PowerPoint) and CRM software and Microsoft Suite.

Key Values

- Creating trusting and successful working relationships.
- Cooperating with team members in an open, positive and respectful manner.
- Setting clear, measurable and achievable goals.
- Taking responsibility for the outcomes of decisions and actions.
- Consistently meeting customer expectations.
- Continuously pursuing learning and growth.
- Staying current with technical job skills.

Working Conditions

You work both inside and outside the office setting during regular business hours with infrequent travel to sites. Overtime may occasionally be required.

About Us

Empire Envelope, an established business unit of Qualico, is committed to satisfying customers throughout Alberta as we have been doing already for over 50 years. With operations in Edmonton and Calgary, we service all residential and commercial needs.

Our team is dedicated to being an industry leader and to building long-lasting relationships with customers and their people. We seek to deliver exceptional service, on time and of the highest quality to all our customers. To learn more, click [here](#).

Qualico welcomes applications from people with disabilities. Accommodations are available upon request during the assessment and selection process.

Candidates being considered will be contacted. We thank you for your interest. Join our [Talent Community](#) to stay up to date on job opportunities and to find out why we have the best reason to come to work every day.

Closing Date: May 13, 2026

[Apply here](#)