

<i>Position:</i>	Sales Support Engineer	<i>Req number:</i>	VDA019E
<i>Report to:</i>	Product Manager	<i>Level:</i>	
<i>Sector:</i>	Product development	<i>Revision:</i>	March 2010

Purpose

Your role is to provide technical support to the commercial team (sales, bids and contracts.) You act as technical expert in the bids process, validate all commercial documentation, provide training to the sales team and take part in customer meetings (North America.)

Responsibilities

- Perform technical analysis of bids and point out new features to be developed, as well as obtain necessary approvals to answer bid.
- Keep the product introduction matrix updated, considering commitments made in bids.
- Take part in developing R&D budgets in accordance with the product plan.
- Communicate product innovations/changes to sales and marketing through training and the creation of presentations.
- Provide a technical presence at various industry associations.
- Validate technical documentation generated by marketing and communications.
- Collect information on new technical advances in order to prepare presentations adapted to various needs (external customers, internal clients, various topics.)
- Act as liaison between the sales and engineering groups.

Education and experience

- Bachelor's degree in engineering, preferably mechanical
- Member of *Ordre des ingénieurs du Québec*
- Training in project management or equivalent experience
- 5 to 7 years of relevant experience
- Experience in a manufacturing environment and/or institutional suppliers
- Experience in the heavy-duty vehicle and transportation industry an asset
- Knowledge of the North American transit bus market

Knowledge and skills

- Bilingualism (English/French)
- Excellent communication and interpersonal skills
- Good overall view and analytical mind
- Independence and resourcefulness
- Excellent ability to research information and present it in an accessible manner
- Constructive approach and teamwork
- Care for information integrity and accuracy
- Highly developed customer approach, focused on understanding needs
- Computer skills: Office suite, Microsoft Project, Milestone, management using ERP software

Interested applicants should send their résumé to ressources.humaines@volvo.com.

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Please note that in-house and external applications will be assessed at the same time.