

# CAREER OPPORTUNITIES



## Account Manager (BDAM\_1708)

### Position Summary

Reporting to the **Business Development Manager – Canada**, the **Account Manager** is responsible for the maintenance of local client accounts for Upstream Minerals, including communications with internal and external clients and assisting with local customer service and support. This is a full time position that requires some travelling to visit clients and attend tradeshow.

### Duties and Responsibilities

- Communicate with internal and external clients in:
  - Clarifying client instructions and requirements
  - Estimating turnaround time and status reports,
  - Liaise between client and laboratory
  - Providing methodologies, detection limits, scheme codes and other related information to clients as required
- Draft and track quotations
- Maintain and responsible for all Business Development tools including, SNL, quote module, BV Connections, SOP's, CRM, etc
- Coordinate conferences, promotional items, advertising, information flyers, etc. as needed
- Assist with local branch's customer service and support
- Liaise between client and laboratory staff to resolve day-to-day problems in meeting client expectations
- Respond to client concerns/complaints and initiate corrective or preventive actions
- Maintain documentation of client feedback using OCI system and BV Connections
- Support Accounts Receivable and ensure accounts are current
- Assist with the preparation of quarterly reports and presentations
- Comply with all company policies, OHS and other legislated regulations, laboratory safety procedures and applicable ISO Quality System SOPs
- Other tasks or projects as assigned by the Director, Business Development, NANLA and the Business Development Manager, Canada

### Experience and Qualifications

- Minimum college or university education – preferably in geology, business, chemistry and/or marketing
  - AND/OR 5-7 years' experience in business development for the minerals industry at an international level
- Strong communication skills, both verbal and written English
- French and/or Spanish is considered an asset
- Strong interpersonal skills to identify client needs and resolve customer related problems or conflict between quality and productivity in the laboratory
- Knowledge of office processes, practices and general computer application
- Organizational and multi-tasking skills
- Problem solving and effectively handle time critical issues
- Able to work independently and with others in a high stress environment
- Detail oriented

If you feel that you are the right person for this position please forward your application by email, quoting reference **TSM\_1708** to: [hrdept@ca.bureauveritas.com](mailto:hrdept@ca.bureauveritas.com)

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