

# CAREER OPPORTUNITIES

## Account Executive (MEX-ACCEXE)

### Position Summary

Reporting to the **Business Development Manager – Mexico**, the **Account Executive** position is located in Hermosillo, Sonora Mexico and 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 trade shows.

### 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, mining, chemistry
- Strong communication skills, both verbal and written English and Spanish
- 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
- Organizing and multi-tasking skills
- Excellent problem solving to effectively handle time critical issues
- Able to work independently and with others in a high stress environment
- Detail oriented

Interesados favor de enviar su hoja de vida (CV) indicando el código MEX-ACCEXE en el asunto de su mensaje.

Los interesados per favour enviar su C.V. con el titulo de la vacante a la siguiente dirección de correo electrónico: [hrdept@ca.bureauveritas.com](mailto:hrdept@ca.bureauveritas.com)

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