

Responsibilities

Reporting to the President, the incumbent is responsible for managing the execution of projects by ensuring personalized and quality customer service.

Among others:

- Organize the project from start to finish (costs, schedule, specifications, quality, etc.);
- Manage the project, anticipate the impacts, lead the change, arbitrate the decisions and ensure the communication;
- Take charge of the daily exchanges and follow-up with suppliers, subcontractors and customers;
- Plan, assign and monitor work activities and ensure that objectives are met;
- Act as a pivot between the customer and the departments (sales, quality, production, assembly) during the realization of projects (new or existing);
- Technical support for the different departments (production, quality, purchasing, ...)

Task:

- Ensure all steps of evaluation and validation of new customers (establish contact/schedule internal and or external meetings);
- Take charge of a potential product for a client and evaluate with him the feasibility of the project;
- Participate in the research and development of solutions and principles for the various projects to be carried out;
- Analyze the capacity to carry out the projects and estimate them;
- Conduct a rigorous analysis of the client's needs and suggest solutions or alternatives to minimize costs and/or delays;
- Establish the product bill of materials: approve the customer's BOM and create the recipe/bill of materials in the ERP system;
- Mould testing: first qualification test and acceptance tests, validation, request for correction in case of anomaly;
- Involve in the training of personnel to clarify the manufacturing steps of the new product;
- Packaging validation: optimize the quantity of parts per box, determine how to individually package the final product, ...
- Involved in the preparation of quality documentation and control plans;

Among others:

Production management

- Processing of customer orders and validation of delivery dates according to the load of the injection molding machines;
- Support the planning in the use and optimal allocation of resources as well as the respect of deadlines;
- Organize the preparation of orders on the date agreed upon with the customer(s);

Customer service

- Assessing and responding effectively to customer needs;

- Processing customer orders: Calculate/revalidate part costs based on lots to be molded and communicate dates for orders;
- Validate orders to the customer(s) and establish the delivery plan;
- Complaint management and return of merchandise (RMA);

Inventory management (receiving/shipping)

- Follow up on products in inventory (according to the space allocated to each customer) according to the storage agreement and inform the customer;
- Validate inventory (contact supplier in case of lack of materials, packaging and components required for the order);
- Coordinate with the Shipping Department for the delivery/pick-up of the order according to the date agreed upon with the customer;

+ All other related tasks.

Requirements/Skills Required

- Knowledge of plastic injection molding – The process and materials used;
- Knowledge of plastic injection mold design and/or understanding of the mechanics behind the design;
- Reading of 2/3D drawings and understanding of the principle;
- Experience in project management in the manufacturing field;
- Ability to manage multiple files at once and to manage priorities;
- Fluent in Excel, Word, Power Point, Outlook;
- Bilingualism;
- Orientation towards quality work and service;
- Autonomy;
- Problem solving;
- Interpersonal communication;

Education:

- DEC (Desirable)
- Certificate in Project Management (Desirable)

Experience:

- Project management: 1 year (Desired)

Work Schedule

- Monday to Friday
- Day shift

What We Offer

- Parking available;
- Accessible by public transportation by buses #164, #177, #215;
- Medical and paramedical insurance;
- Long term disability insurance;
- Life insurance;
- Dental insurance;
- Annual vacation;
- Sick leave;
- Employee discounts;
- Talent referral program;
- Social activities.

Benefits :

- Dental Insurance
- Disability Insurance

- Supplementary Health Insurance
- Life Insurance
- Vacation and Compensatory Leave
- Flexible Hours
- Employee Assistance Program
- On-site Parking