



Inside Sales Support and Proposal Specialist – US Market

Job Summary

Reporting to the Manager of Sales Operations, under the guidance of the US Regional Sales Director, and as a member of the Sales & Marketing team, the Inside Sales Support and Proposal Specialist – US Market candidate is responsible – with little supervision – for producing all types of standard and non-standard commercial proposals (including proposal requests, responses to Tenders, RFPs, etc.) and getting the appropriate reviews and approvals to ensure that our final offers protect the corporation's interests and intellectual property, maximize financial and operational performance, and minimize the risks for the corporation.

When producing proposals (which will mostly be for the US market), the Inside Sales Support and Proposal Specialist – US Market candidate will collect all pertinent information, produce the pricing sheet, draft the proposal, and ensure it is reviewed and approved by all required stakeholders.

When supporting US sales, the Inside Sales Support and Proposal Specialist – US Market candidate will work under the guidance of the US Regional Sales Director to help follow-up and close SafeGuard revenue opportunities.

Roles and Responsibilities

Commercial Proposals

Act as proposal producer for all assigned proposals (from the assignment to the delivery of the final product) including the following, whenever applicable:

- Ensure we have the authorization from Ultra to do commercial activity with OFAC listed countries
- Review and understand internal request and/or Customer requirements
- Review account history to ensure consistency in pricing and response
- Actively participate in the proposal strategy definition by researching internal and external information, proposing ideas, options and creative ways to present proposals and pricing, keeping in mind our Customers' differences in culture, as well as economic and political situations in order to adapt/optimize our offering accordingly
- Organize kick-off and review meetings
- Review and understand terms and conditions (e.g. contractual terms, delivery delays, etc.). Identify and communicate exceptions and potential risks
- Prepare and publish a project schedule to ensure the proposal will be delivered before or on the due date and time
- Where additional technical, contractual or any other information is required, ensure tasks are assigned and clearly communicated to the appropriate person and/or department within

Forensic Technology or Projectina (e.g. Sales, Marketing, Engineering, GCS, Finance, Contracts, or others as required) and ensure information is received within the required timeframe

- If external services are required (such as Notary, Lawyers, Chamber of Commerce, Consulate/Embassy, Translator, etc.):
 - Gather all necessary information (e.g. business hours, fees, etc.)
 - Prepare all required documents
 - Obtain appropriate internal signatures
 - Obtain appropriate external services, as required
- Prepare draft(s) and final offer as well as clear and well documented cost-pricing worksheets (standard pricing including pricing summaries whenever applicable, or custom pricing)
- Draft answers to standard and complex technical and commercial requirements, and integrate input from other stakeholders to ensure a homogeneous and accurate offer that respects corporate standards
- Identify required approvers and initiate the approval process
- Communicate and follow-up with all approvers to answer questions and ensure the approval is completed within the required timeframe
- Review proposals and pricing produced by other team members

Sales Operations Content Management

- Customer Relationship Management (CRM) software
 - Adequately document all offers in the CRM in a timely fashion
- Proposal templates and content
 - Review the proposal content and format to ensure it is aligned with the stakeholders' current requirements as well as with the corporate strategy.
 - Ensure revisions are available in English, Spanish, and French in a timely fashion

Inside US Sales Support

- Work in conjunction with the US Sales team to help follow-up and close SafeGuard revenue opportunities
 - Provide justifiable arguments or reasons for the value proposition of our services
 - Understand and respect our Customers' decision making processes
- Develop relationships with State and Local Law Enforcement agencies in order to assist the US Sales team with SafeGuard account management
 - Understand our Customers' criminal justice culture and their needs in order to transmit information in a comprehensive manner
- Provide Customers with an awareness of different financing programs that may facilitate their buying decisions

Key Competencies/Skills

- Good understanding of pricing models and strategies
- Good understanding of Customers' (both internal or external) needs, requirements, and expectations
- Ability to understand the sense of urgency and act accordingly
- Ability to turn needs and requirements into an appealing offer

- Pursue everything with energy, drive and a proactive “can-do” attitude; anticipate emerging issues and prepare to address them
- Flexible and dynamic with the ability to multi-task and work under pressure, with tight deadlines and shifting priorities
- Strong attention to detail: consistently demonstrate accuracy in product description, pricing model and terms and conditions
- Excellent organizational skills
- Develop relationships based on professionalism, respect and trust with all coworkers
- Possess good cultural sensitivity and awareness
- Is recognized by peers for quality mindset and is driven to eliminate errors or deficiencies
- Is consistently focused on effectiveness and on delivering exceptional results
- Ability to promote and maintain a healthy climate when the team is under high pressure
- Able to work with little supervision and demonstrate leadership skills
- Understand that his/her department exists to achieve the corporation’s mission
- Contributes to creating a strong sense of "team" in the department

Qualifications and Experience

- Education: relevant College (CEGEP) or University degree in Administration, Marketing, Finance
- Relevant experience: 5 to 10 years
- Excellent communication and presentation skills (both written and spoken) in English (mandatory) with Spanish and French being important assets
- Good understanding of contracting concepts, including financial and legal instruments (letter of credit, bonds, power of attorney, etc.), and revenue recognition rules
- Good understanding of Government procurement/contracting policies & procedures an asset
- Good understanding of international trading rules and regulations (e.g. Incoterms)
- Word and Excel: intermediate or advanced

How to apply?

If you are interested or if you know someone who may be interested in this position, please send your resume to Mathieu Rémy-Larivière: Mathieu.remy-lariviere@ultra-ft.com. Please note that only candidates selected for an interview will be contacted.

As an employer, we promote equal opportunity and we are committed to promoting fair and equitable representation of women, Aboriginal people, persons with disabilities and visible minorities.