



Proposal and Tender Specialist

Job Summary

Reporting to the Manager, Sales Operations and as a member of the Sales & Marketing team, the Proposal and Tender Specialist is responsible – with little supervision – for producing all types of standard and non-standard commercial proposals (including proposal requests, responses to Tenders, RFPs, etc.) 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, the Proposal and Tender Specialist will collect all pertinent information, produce the pricing sheet, draft the proposal, and ensure it is reviewed and approved by all required stakeholders.

Roles and Responsibilities

Commercial Proposals

Act as proposal producer for all proposals (from the assignment of the request 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 and external signatures, as required.

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- 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 opportunities 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.

Other

- Assist the manager in coaching, developing, and mentoring the junior team members.

Key Competencies/Skills

- Good understanding of pricing models and strategies.
- Good understanding of Customers' (both internal and external) needs and requirements.
- 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.
- Possess good cultural sensitivity and awareness.
- Takes ownership of assignments with a view to completing tasks while focusing on tangible results.
- Consistently demonstrates determination to achieve high standards in own work.
- Is recognized by peers for quality mindset and is driven to eliminate errors or deficiencies.
- Autonomous.
- Positive attitude with demonstrated leadership skills.

Qualifications and Experience

- Education: relevant College (CEGEP) or University degree in Administration, Marketing, Finance.

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- Relevant experience: 5 to 10 years.
- Excellent communication skills (both written and spoken) in English and Spanish (mandatory). French is an asset.
- 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 international trading rules and regulations (e.g. Incoterms).
- Word and Excel: intermediate or advanced.

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