

Change your life... Join our Team!

We're looking for a SALES CONTRACT COORDINATOR to join our team.

Acting as an important interface between the Key Account Manager, Client and ECL internal teams you are the a focal point for the customer during the life of the contract from signature to delivery, ensuring all open items and issues are addressed and resolved.

If your track record shows you can ...

- **Manage the Quote Process**, supporting Key Account Managers (KAM), requesting quotes from Pricing/Program Management (PM), assisting the Project Manager and VP Sales in determining aircraft allocation and proposed delivery dates; identifying the sales department and customer requirements in pre-contract / contract review
- **Work collaboratively to coordinate the response-to-tenders process** by monitoring national, regional and municipal tenders on MERX; drafting proposal based on information provided by KAM, PM, Quality, Management, etc. and in accordance with tender requirements, ensuring on time delivery of the offer. Serve as the primary interface with the customer and the ECL Quote team
- **Provide Customers** with aircraft specific information (configuration, paint schemes and samples, interior definition, registration reservation, I-panel lay-outs, etc...) ensuring follow up through all processes of the contract management to meet customer needs; providing customers with quotes for requested/unrequested changes during completion, and ensuring contract amendment are provided
- **Perform follow up on payment** by interfacing with the client, KAM and ECL finance department to ensure that all payments are received per the contract and/or payment schedule
- **Post Sales follow up** to ensure aircraft binders and other required documents, are provided as necessary to the customer and are appropriately recorded and archived. Ensures appropriate documents are filed with warranty, QA, Finance or other departments in order for the transaction to be closed under all aspects.
- **Demonstrate excellent communicate and customer service skills** at all times especially during customer visits to ECL including managing logistical support (hotel, car, etc.)
- **Maintain various databases** to ensure accurate reporting and follow-up.

And if you have...

- University or college studies in a related business curriculum (with a focus on sales, customer service, general business and operations)
- 3 to 5 years' experience at an intermediate level of customer sales & support interaction
- Intermediate to advanced computer knowledge of Microsoft Office applications, with proficiency in ADOBE Photoshop and Illustrator to provide product specs and customized paint styles
- Experience working with technical product or direct industry experience preferred
- English/French Bilingualism definitely preferred

... then we want to hear from you!

We offer...

- Competitive compensation and opportunities
- Exceptional benefits fully paid by Eurocopter, including 4% matching pension contributions
- Opportunity for advancement with the #1 Helicopter manufacturer, that may lead, if interested to global opportunities within the EADS group of companies
- Work / Lifestyle in the beautiful Niagara Region, with great quality of life amenities, significant cultural experiences and a unique community

To apply for this position, please send an up-to-date resume, cover letter and salary expectations to HR@eurocopter.ca