

IVACO ROLLING MILLS LP

A HEICO COMPANY

1040 COUNTY RD. 17, P.O. BOX 322 L'ORIGINAL, ONTARIO, CANADA K0B 1K0
(613) 675-4671

Field Technical Services Representative

Ivaco Rolling Mills is a world class producer of steel billets and hot rolled wire rod. Our facilities are located in L'Original, Ontario between Ottawa and Montreal, two major Canadian cities. The Company was established in the early 1970's and was acquired by Heico Holdings Inc. in 2004. Ivaco Rolling Mills is dedicated to supplying high quality products to both the domestic and international markets.

SUMMARY

The Field Technical Services Representative is responsible for working with current and future Customers to ensure technical requirements and material specifications are met with Ivaco Rolling Mills' rod and billet products. The position works closely with Customers, Sales, (outside and inside), QA and Production to apply Ivaco's capabilities to the Customer's needs. The primary responsibility of the Field Technical Services Representative is to act as a liaison within the business and to work with the Sales, Planning and Production functions to identify and resolve technical issues as they relate to production capabilities for specific applications. The position is also responsible for processing Customer complaints, reviewing metallurgical lab reports and corrective action reports prior to presenting to Customers. The position would be based out of the successful candidate's home office and reports to the Manager of Technical Services who is in L'Original, Canada. The covered territory would be mostly in the North Eastern US.

KNOWLEDGE AND SKILL REQUIREMENTS

- Bachelor's degree in Metallurgy/Materials Engineering or the equivalent.
- Five years or more experience in the manufacturing or use of wire rod or wire products.
- Understanding of the steelmaking and rolling process.
- Effective written and oral communication skills.
- Technical ability to understand, recommend and raise concerns with Customer specifications.
- Interpersonal skills to work with individuals at all levels of the organization and utilize the internal knowledge base to solve technical problems.
- Experience in coaching and influencing others to achieve results.
- Proven ability to explain technical issues and influence product specifications with external and internal Customers.
- Available to travel up to 60%, across several states including overnight stays.

THE FOLLOWING WILL BE CONSIDERED STRONG ASSETS

- Experience in the Cold Heading and High Carbon markets as a Customer or a supplier of steel products.
- Experience with QS9000, ISO9000 and/or TS16949 quality systems
- Supervisory or managerial experience in a technical discipline.
- Experience in alternate processing applications to reduce internal and external costs.
- Ability to statistically analyze data and make recommendations.
- Experience in or as a leader of team problem solving efforts.

All interested applicants should forward their resumes, in confidence, to:

Ivaco Rolling Mills
P.O. Box 322, Hwy. 17
L'Original, Ontario
K0B 1K0
Attention: Human Resources
pmartel@ivacorm.com

(Only candidates selected for an interview will be contacted.)