



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

Manager of Technical Services – Field Development Metallurgist

General Responsibilities:

To ensure that technical support is provided to the customer, the sales and production personnel, especially in the areas of customer specifications and customer complaints, and to provide technical communications between the customer and IRM (Ivaco Rolling Mills LP). Manage and lead a team of Field Development Metallurgists.

Supervision of IRM Field Development Metallurgists to ensure:

- Support to the sales group
- Provide technical advice about suitability of the different grades for specific applications
- Set up specifications to ensure compliance to all customers' specifications
- Ensure IRM is aware of and capable of meeting specification, testing requirements, etc.
- Product development

Liaison with Customers and IRM

- Set up regular visits with customers to ensure excellent communication between both parties.
- Investigate customer concerns and complaints
- Provide information & samples in order to perform root cause analysis of product defects
- Document and manage customer complaints for prompt settlement
- Provide customers with final settlements and Corrective Action Reports as required

Product development

- Identify opportunities for new grades, product research and development
- Coordinate trials and product development with customers; required information for IRM to ensure continual quality and productivity improvements in Melting, Casting, and Rolling

Additional Responsibilities:

- Provide information and data support for IRM team
- Prepare reports and data for management and trending analysis
- Liaison between Technical Reps and various IRM departments
- Ensure attendance in the Specification Review Committee
- Set up new billet supplier Trials and Development
- Follow up on performance of trials
- Measure customer satisfaction
- Visit potential subcontractors
- Setting up Stelmor Cooling & Trials for existing & new grades of steel
- Operational quality control processes, investigating production problems
- Laboratory-based analysis of samples

Minimum Requirements

- Bachelor's degree in Metallurgical Engineering or Material Science Engineering or equivalent
- Experience in the Steel Making Industry, mini mill, foundry, etc.
- Solid understanding of the Steelmaking and the Rolling process
- Strong Analytical and Problem-solving skills
- Strong computer skills in Microsoft Excel, Word, PowerPoint, and SharePoint
- Excellent organizational and communication skills with high attention to detail
- Ability to effectively communicate at all levels in a team environment
- Self-motivated, goal oriented, well organized and demonstrated leadership skills
- Commitment to self-improvement, cost reduction, product quality, and customer service excellence
- Commercial awareness
- Willing to travel both within Canada and the USA
- Knowledge of French would be an asset
- Position is based in L'Orignal, Ontario

All interested applicants should forward their resume by email to:
pmartel@ivacorm.com

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