

We are committed to investing in our employees and helping them advance their careers within our company whenever possible.

POSITION TITLE: **Principal Coordinator, Beauty & Personal Care, and Home Care, I&I**
Location: Brampton
Position Type: Full-time
Reporting to: Business Director - Beauty & Personal Care, Home Care, and I&I; with a dotted-line to the Principal Managers for Beauty & Personal Care, Home Care, and I&I

Overview

IMCD is a global specialty chemical and ingredient distributor that partners with leading manufacturers (Principals) as their channel to market. IMCD differentiates from other distributors by offering a technical approach to sales and marketing, proactively scanning the market for trends and proactively developing solutions and prototypes to assist customers. This position supports the Beauty & Personal Care, and Home Care, I&I lines of business for IMCD Canada, and customers manufacturing personal care, and home care products across Canada.

Job Purpose

- To support Principal Managers and Account Managers with any tasks required during day-to-day operational activities related to the Beauty & Personal Care, and Home Care, I&I lines of business
- Ensure the timely and accurate flow of information from Principal to the Account Managers and back.
- Develop and maintain relationships with assigned Principals.
- Manage incoming administrative and commercial requests from the Account Managers related to assigned Principals, and escalate to Principal Managers where appropriate
- Maintain a working knowledge of products and applications.
- Coordinate the timely progression of action items between Account Managers and Principals, as well as with other departments across the organization including Regulatory, Supply Chain, Customer Service and Pricing
- Actively seeks continuous improvement and self-development.
- Prioritize and manage time effectively to meet internal & external customer expectations and deadlines.
- Effectively and creatively solves problems: assess the situation, have clear understanding of request to help obtain and determine root cause and assign corrective action.

Duties and Responsibilities

Principal Relations

- Develop and maintain positive relationship with all assigned Principals by preparing for and attending technical training and office visits.
- Assist the Principal Manager with fulfilling Principal requests including gathering and providing any required information from Salesforce such as opportunities, product reports, sales by volume and sample information/follow up for monthly and quarterly reporting.
- Assist the Principal Manager focus on the Principal's key market areas by aligning product recommendations with the strategic objectives of the Principal.
- Maintain open lines of communication; enlisting the assistance from Principal technical contacts to fulfill and respond to technical inquiries submitted by IMCD customers and Account Managers.
- Assist and coordinate new product introductions/launches by the Principal, and the set-up of these withing JDE and Salesforce.

Daily Operations

- Work with Principal Manager to perform all daily tasks required for optimal business operation on a daily basis, these may include but not limited to:



- Product/Technical Recommendations (competitive offsets, new projects, customer issues); work in conjunction with the Principal Manager or Principal to recommend available products for customers; utilize all available internal resources before approaching Principal
- Supply required documentation to internal & external customers (i.e. regulatory documents, questionnaires, product literature to support recommendations)
- New product launches and product maintenance. Some activities include:
 - Obtain required information and documentation for regulatory approval
 - Maintain ownership of code creation across the departments involved, including Regulatory, Supply Chain, Inventory Control and Pricing
 - Organize and maintain documents and training materials in the Technical Library
- Completion of action items assigned within SalesForce and other requests received from internal customers
- Disposition of non-conformance material as a result of:
 - Concerns with product quality
 - Shelf life
 - Damages incurred

Technical Library Maintenance

- Collaborate with Document Coordinator (co-op student) to ensure appropriate documents are sent to customers and requested from Principals when missing from the Technical Library.
- Ensure that all documentation received from the Principal are uploaded to the Technical Library accurately (using predetermined criteria) and in a timely manner
- Ensure that the most recent applicable document is the current published version
- Ensure that the library is up to date & accurate; including discontinued items and removing or 'archiving' any literature or information that is no longer applicable

Administrative

- Take responsibility to ensure all requests are fulfilled with accuracy and efficiency
- Prioritize, communicate and effectively execute all RUSH requests from both internal & external customers
- Effectively respond to all requests by actively seeking, inquiring/asking appropriate questions of both internal & external customers to obtain necessary information
- Attend all pertinent training sessions, department meetings with active participation
- Actively participate in Department projects

Education and Experience

- Bachelor of Science degree is necessary for this role, Chemistry and/or Biology is preferred but not mandatory
- Strong mathematical acumen
- Must be functionally competent on computer systems
- Preference will also be given to those applicants with interest in a career path to external sales

Skills

- Ability to explain technical concepts and theories to non-technical audiences.
- High degree of resourcefulness, flexibility, and adaptability.
- Must be highly organized, flexible, have a robust follow-up system to ensure all assigned tasks are completed and have the ability to prioritize a high volume of requests.
- Effective communication skills with individuals at all levels of the organization, both verbally and in writing.
- Strong customer service and troubleshooting skills.

If this position is of interest, please apply here

<https://imcdgroup.csod.com/ux/ats/careersite/6/home/requisition/291?c=imcdgroup> . For further details, please contact HR@imcdca.com.