

Job Description

Title: Technical Client Services Representative
Department: GSI Client Services
Manager: Manager, Client Services

MDA's Geospatial Services provides Earth observation satellite data from commercially available radar and optical satellites with focus on Canada's RADARSAT-1 and RADARSAT-2. These products and services are used globally for resource mapping, environmental monitoring, offshore oil and gas exploration, ice reconnaissance, maritime surveillance and disaster management.

Position Description:

The Technical Client Service Representative educates clients on various satellite features and assists the client in determining the most suitable scenes for their application. Managing client accounts and interacting with program partners is also a key aspect in addressing operational issues related to this position.

Responsibilities:

- Provide the client with general information about Earth Observation satellites and their applications. Respond consistently and professionally to client inquiries
- Assess client requirements for satellite imagery and translate the client's needs into commercial orders
- Provide the client with archive searches and/or programming scenarios for their area of interest
- Discuss programming requirements with the acquisition planners
- Submit client programming requirements to acquisition planners for issuance of technical proposals
- Supply clients with accurate Technical and Financial Proposals
- Keep clients informed of order status as well as any delays or processing problems related to their orders
- Follow-up with clients after product delivery to ensure satisfaction and gauge potential for future orders
- Communicate sales activities to regional Sales Director
- Keep Sales Director informed of any changes in procedures within the Client Service Department
- Interface with Finance to facilitate easy flow of client accounts
- Maintain updated client database for all correspondence and client data management
- Interface with other departments as necessary

Qualifications:

- Excellent communication skills, both written and oral, with an ability to express complex ideas easily
- Proven commitment to servicing the customer needs
- Self motivator with excellent organizational and problem-solving skills

- Strong technical aptitude, adaptable to change with high attention to detail
- Strong knowledge base and experience using internal software for order management
- Ability to work in a team environment as well as independently with minimal supervision
- Degree or equivalent in Geography, Geospatial Information System, Remote Sensing or similar technical discipline is an asset
- Proficient with computer software including MS Office Suite

How to apply?

To apply for this position, please submit your resume and cover letter through our Online Application System at

http://www.mdacorporation.com/corporate/careers/apply_online.cfm?search_branch_id=1&position_selected=2569.

We thank you for your interests and application to this position. Only shortlisted candidates will be contacted.