

## Job Description

### Operations Manager

#### Technical activities

- Coordinate Materials Analysis, Failure Analysis or Reliability testing activities for our customers, including editing or writing final reports
- Respond to customer enquiries and provide estimates for analyses to be performed.

#### Technical qualifications

- Advanced degree in Physics, Electrical Engineering, or Material Science, with ten or more years of technical experience electronics and microelectronics, covering several aspects of the technology.
- In depth understanding of a large variety of physical, chemical or electrical analysis techniques
- In-depth knowledge of microelectronic fabrication, assembly and test.
- Familiarity with Jedec, Telcordia, MIL or ASM specifications.
- Ability to handle more than one technical issue at the time.

#### Business activities

- Maximize production output and schedule compliance.
- Handle with ease and professionalism sales inquiries and requests for information
- Educate prospects on the company's solutions
- Qualify, nurture and develop customers and prospects.
- Prepare proposals and issue quotations
- Maintain our customer database
- Maintain an up-to-date knowledge of the company's services
- Manage the technical team, including hiring and performing performance reviews

#### Business qualifications

- Management experience or training
- Willingness to assume diverse tasks to help grow our business
- Excellent oral and written communication skills
- Proven organizational skills, attention to detail, and ability to manage multiple priorities
- Reputation as an outstanding team player
- Familiarity with customer relationship management (CRM) software
- **Must be fluent in French**
- **Must be able to work in Canada**

If interested and qualified, please send your resume to [info@muanalysis.com](mailto:info@muanalysis.com)