

Nutritional & Technical Services Manager

Pet Food Consumables Division of Rolf C. Hagen Inc. MTL QC

Animal Nutrition & Communications Expert

Rolf C Hagen Inc. is a growing, family owned, global pet product company headquartered in Montreal QC. With more than 60 years of service to the Canadian pet market, our success and focus is on the development of high quality products, to optimize dog and cat nutrition.

**** The Nutritional & Technical Services Manager will contribute to R&D for the development of dog and cat consumables and will serve as the primary liaison with formulation team and production facility on food quality and standards. In addition this role will also correspond with cross functional teams in customer service, marketing and brand management in a supporting role and will assist in the development of training materials for sales and retail staff.****

Responsibilities

- Be a customer facing, technical resource, and with support from Business Development, take the lead role in developing successful training programs for distributors and retail staff.
- Troubleshoot / Analyze product issues and in collaboration with the internal R&D team, pushing towards successful resolution in a timely manner. Ensure overall customer communication, understanding and satisfaction with all products performance.
- Work with the R&D team to identify research needs and priorities in support of current and subsequent products.
- Assist in formulation and directional strategy for new and innovative ingredients to align with brand principles.
- Develop relationships with production facility, sales and service representatives and formulation team;
- Support sales efforts and customer support as required;
- Assist in product sourcing and quality assurance of supply chain;
- Work closely with brand & marketing Managers to meet business needs;
- Support the Formulation/HACCP/QC teams in areas such as tags, regulatory issues/registrations and Quality Control/Assurance programs.
- Develop and manage effective training tools for current and new products as well as communicate key points of difference to competitive set by way of acquiring and maintaining knowledge of both our products as well as competitive product.
- Review and approve all materials containing technical information and participate in creating new materials (including digital material)
- Maintain an up-to-date knowledge of emerging published research associated to companion animal nutrition (including developments in human nutrition)

Qualifications

This person will have in-depth knowledge of pet foods and ingredients, dog and cat nutritional requirements and will be comfortable speaking and presenting to an audience. Previous experience with consumers, sales or training is preferred and ideally this candidate will have a background with companion animals.

- Bachelors degree in animal science / nutrition or related field at the MSc Animal Nutrition, DVM, or similar level is required. Combinations of education, experience and training will be considered
- At least 3 to 5+ years experience in the dog and cat nutrition / animal health industry, including prior experience in the pet industry.
- Previous experience in a technical service role introducing new products and concepts to targeted customer and/or markets in conjunction with sales and marketing.
- Ability to work in cross-functional teams to achieve company, customer and product objectives, including R&D, Regulatory Affairs, and Operations.
- Demonstrated success in marketing or sales, including training and public speaking.
- Ability to travel (50-60%) including potentially international travel for tradeshow or seminars.
- Bilingual French & English
- Ability to effectively communicate technical issues to a broad audience – supported by strong technical knowledge in animal nutrition

To explore this opportunity, please send your resume and cover letter indicating salary expectations to: Hresources-can@rchagen.com. We thank all applicants for their interest, but only those selected for an interview will be contacted.