

Proposal & Content Manager

Who we are:

Energetic, dynamic and on an accelerated growth trajectory. We're Quovim C3, the top Canadian provider of Contact Center and Unified Communications solutions and consulting services. We enable organizations to create powerful and meaningful interactions by encouraging our team to embrace challenges, evolution and innovation.

We seek new passionate team members to join our creative and agile learning environment. Enjoy open, modern facilities with wall-to-wall windows overlooking a unique urban green space in the heart of downtown Montreal, with easy access to public transportation, chic restos and the whole downtown vibe.

Why we need you:

The main objective of the Proposal & Content Manager role is to create, improve and maintain content in order to achieve the organization's business goals. The Proposal & Content Manager is responsible for creating various external and internal documents, proofreading, preparing final customer facing documentation and maintaining a library of corporate proposal content.

In regards to proposals, the objective of the Proposal & Content Manager role is to effectively assemble and review information in order to develop proposals and ensure accurate, complete and compliant submissions. This role works closely with a variety of areas within the organization.

Principal tasks and responsibilities include:

- Create outlines, build templates, proofread, prepare review drafts and final editions, schedule meetings, and track the completion of assignments
- Collaborate with Sales, Marketing and other functional groups to prepare documents, proofread, prepare final customer facing documents (external and internal)
- Prepare bid plans to oversee all aspects of proposal preparation, ensuring quality compelling bids are submitted in a timely manner
- Develop proposals by assembling information including project nature, objectives/outcomes/deliverables, implementation, methods, timetable, staffing, budget, standards of performance, and evaluation; writing, revising, and editing drafts including executive summaries, conclusions, and organization credentials
- Review all customer requirements to ensure they are met in the proposal and collaborate with a wide variety of involved parties to include all necessary information within the proposals
- Assist in the creation of content for client proposals
- Proofread and edit proposal content in addition to website and marketing content
- Work with the sales team to facilitate the development of winning themes and differentiators, and ensure they are updated, validated, communicated and incorporated in proposals
- Ensure that suggested pricing reflects internally identified pricing plans as per sales strategies and/or strategic client pricing
- Build and maintain a library of approved proposal content (proposal templates, statements of work, change requests, checklists, as well as bid and proposal budgets) for quick turnaround opportunities
- Lead and participate in proposal reviews, acting as a thought leader with respect to proposal responses, win themes, technical discriminators, etc.
- Complete Sales handoff documents and attend Sales handoff meetings to ensure effective transfer of proposals from the Sales team to PMO and/or to Technical Lead (or any other relevant party)
- Manage and standardize all internal corporate content
- Upon request, support internal operation for process documentation, project customer facing documentation or translation, if needed
- Other content and proposal related duties as assigned appropriately

Qualifications and pre-requisites:

- Solid knowledge of software implementation life cycle
- Proficient in MS Office
- Knowledge of contact center technology and related application technologies is an asset
- 3+ years of proposal management experience supporting proposal development, ideally in the contact center industry
- 3+ years experience managing the RFP/RFI process
- Demonstrated ability to analyze and write proposals
- Knowledge and experience in IT service industry is a must
- Fluency in French & English language is required
- Bachelor's degree is an asset
- Solid understanding of the steps of software implementation
- Proven ability to successfully communicate company proposal objectives and key characteristics to management and teammates, in writing and oral presentations
- Excellent interpersonal skills - able to work with teams of varying sizes, technical abilities, and levels of authority
- Superior writing skills
- Commitment to high standards, accuracy and strong attention to detail
- Ability to work in a fast-paced environment, with demonstrated ability to manage multiple competing tasks and demands

LOCATION: MONTREAL

APPLY: qc3recruitment@quovimc3.com