

GENERIC JOB DESCRIPTION

CUSTOMER CENTRE

IMS REPRESENTATIVE

PRIMARY ROLE

The main object and purpose of this position is to implement, administer, and improve the Industrial Management System (IMS) for the Customer Centre. The incumbent is responsible for ensuring that all team members understand Air Liquide's standards for IMS (Health, Safety, Environment (HSE), and Quality), while promoting ALC's HSE and Quality objectives.

KEY AREAS OF RESPONSIBILITIES

1. Implements, administers and improves the Industrial Management (IMS) System. The incumbent is Management's Representative ensuring that these procedures and standards are fully implemented and respected in order to achieve Air Liquide's goal of ZERO ACCIDENTS through a policy of Safety First. The Management Representative plays a pivotal role in the promotion of a strong Safety Culture within the Customer Centre.

2. Assures the effective investigation of all accidents: Assures the effective investigation of all reportable accidents / incidents, and near misses (including customer complaints and quality nonconformities) as well as following up on Corrective and Preventive Actions resulting from these investigations. The incumbent must be able to use Root Cause Analysis tools in this process.

3. Administers all reporting related to IMS: Is responsible for administrating all reporting related to IMS and government regulations for HSE and Quality (Workman's Compensation, Environment, etc.).

4. Provides training to the Customer Center Team: Provides training to the Customer Center Team on the requirements of IMS as well as government regulations for HSE and Quality.

5. Assists in the preparation of Operations Reviews: Assists in the preparation of Quarterly Operations Reviews by preparing information related to the Scorecard and the required agenda in the guideline. Leads the Customer Center in identifying and implementing opportunities for improvement.

6. Administers software: Administers software as required to report and support the activities in HSE (Workman's Compensation, Environment, etc.), Quality and IMS (Intelex, QMS, etc.) for the Customer Centre.

7. Promotes the principles of IMS: Promotes and ensures that safety and operations review meetings are conducted rigorously through active communication with all levels of the Customer Center.

MAIN INTERNAL CONTACTS	MAIN EXTERNAL CONTACTS
<ul style="list-style-type: none">• Customer Centre management group• Customer Centre employees• Safety/Quality/Environment department• Satellite Coordinators	<ul style="list-style-type: none">• Registrar (QMI)• Suppliers• Customers

TRAINING & KNOWLEDGE

- **Diploma:** Bachelor's degree in Science or in a related field, quality and safety option or the equivalent.
- **Training:** Quality System facilitator (ISO).
- **Knowledge:** Computerized systems, MS Office, written and oral communication skills. Strong knowledge of Air Liquide's products and processes. Competency to analyze Filling Plant, P&D, and Customer Installations activities and recognize unsafe behaviors and actions.

EXPERIENCE REQUIREMENT

3 years experience with a quality and safety system.
5 years experience in the Compressed Gas Industry or equivalent.

CRITICAL COMPETENCIES

1. Technical abilities: Masters concepts, tools and methods related to his/her job, meets or exceeds professional requirements of his/her field of work, keeps abreast of progress in his/her field.

2. Leadership: Positively influences others, easily obtains cooperation from others, is concerned with people as much as with results.

3. Planning skills: Defines objectives and the means to achieve them, determines all required resources, anticipates future situations and establishes work plans, efficiently allocates or makes use of available resources, acts according to plans and establishes priorities, uses efficient methods, systems and work tools.

4. Coaching skills: Clearly establishes performance criteria, finds solutions to problems by consulting team members, understands and listens to the concerns of all individual team members, gives ideas in clear and appropriate language.

5. Initiative: Initiates actions, ideas or solutions spontaneously on his/her own, undertakes action without waiting for directives, uses all of his/her resources before asking for help, establishes his/her performance objectives and deadlines.

6. Flexibility: Adapts his/her behavior to different types of situations, is open to new ideas, accepts changes and conforms to them, ability to remain highly effective in changing situations, proposes new action plan when situation changes.

SUPERVISION OF EMPLOYEES **NO**

POSSIBLE CAREER OPPORTUNITIES (based on need, professional interest, training, experience and competencies)

In this field	Outside this field
• Auditor, IMS	• Manager, Quality or Safety

Responsible for the validation:

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