



OEM Technical Liaison – Heavy Duty Driveline & Industrial, North America

Reporting to the Director Canada, Latin America & OEM, the overall goal of this position, is to develop long term global relationships with OEMs (Original Equipment Manufacturers), their lubricants design staff and Tier 1 suppliers to these OEMs. Demonstrate deep understanding of emerging technologies of OEM product designs, future requirements and specifications, customer needs, and trends, in order to leverage our product strengths for long term profitable growth.

The OEM Technical Liaison will work within the Technical Services Department and within the OEM Technical Liaison Sub-Team, and with other teams such as: Research and Development, Marketing, and Sales Departments. The candidate will provide OEMs with technical expertise, product application knowledge, data management, and leverage field experience of the Technical Services Advisors in order to support the Lubricants Organization to develop new products or points of difference for OEM approvals and potential for new business.

The preferred location for this home-office based position will preferably be in the USA but, anywhere in North America will be considered

This position is not eligible for International Relocation Program benefits.

ESSENTIAL JOB DUTIES/RESPONSIBILITIES: (functions considered essential as defined by ADA)

- Prime responsibility for the OEM Technical Liaison is to develop long term relationships with a high degree of technical experience and in-depth knowledge. The primary target industry will be Heavy Duty(HD) Driveline On-Road and Off-Road with subsequent growth into other Commercial & Industrial equipment segments
- Act as a point of contact between Petro-Canada (PC) and OEM Lubricants design and quality engineers
- Work closely with Petro-Canada OEM Technical Liaisons in various industry groups such as American Petroleum Institute (API) Lubricants Group, Engine Manufacturers Association (EMA), American Society of Testing Materials (ASTM), ACEA, API Detroit Advisory Panel, Society of Automotive Engineers Technical Committee (SAE TC-3), etc.
- Demonstrate a deep understanding of OEM emerging technologies and design trends to meet customer needs
- Understand industry trends to provide Marketing and R&D insights to improving new or existing product designs
- Work with approved contract labs and PC R&D Lab to develop and support OEM oil analysis programs
- Resolve product application problems by conducting root cause analysis with field Technical Services Advisors
- Liaise with Sales, Marketing, R&D, and Global Supply Chain Depts. For input to develop, manufacture, and launch of new products
- Represent Petro-Canada Lubricants as the technical subject matter expert for HD Driveline OEM applications to support Sales in new business opportunities for Factory Fill, Service Fill, and end-use customers
- Support all Strategic Initiatives for Fuel Efficient Heavy Duty Engine Oil (HDEO), HD ATF, and other HD lubricants for on-road and off-road
- Be the subject matter expert for the OEM's equipment by leveraging the field experience of the Technical Services Advisors with respect to application, maintenance, operating conditions, and tribology challenges in the field
- Co-ordinate Customer Acceptance Trials with Technical Services and Sales to prove product performance in OEM equipment with the potential to gain customer testimonials
- Co-ordinate R&D/Marketing Field Trials with Technical Services and Sales for new product development
- Liaise to bridge the gap between PC field Technical Services Advisors and OEM Field Service Reps with the OEM's Engineering and Lubrication design departments
- Provide leadership in gaining OEM approvals and/or being listed in OEM specifications and service manuals
- Provide proactive insights to the Sales Teams to target new business opportunities
- Provide proactive insights to the Marketing Department to develop new marketing strategies and tactics
- Work with R&D, Manufacturing, Production, and Quality Assurance personnel in order to provide in-depth product attribute and quality knowledge to the OEMs for their specifications

- Develop a deep understanding of the OEM's lab and field testing requirements to stay ahead of the curve versus our competition This may require working closely with our R&D lab and/or travelling to our additive partners' labs or outside contract 3rd party labs (e.g. Southwest Research Institute)
- Develop and present technical presentations and participate in training seminars with OEMs
- Provide industry specific field knowledge to the Sales, R&D, and Marketing Depts. regarding product performance, customer needs, and industry trends
- Lead OEM Product Approvals and input to the Lead TSA for updating of the OEM Approvals and Product Application/Specifications Databases
- Occasional back-up technical support to other Technical Services Advisors in other geographies and segments as required and Technical HOT-Line coverage

Special assignments or tasks assigned to the employee by their supervisor, as determined from time to time in their sole and complete discretion.

EXPERIENCE:

- Minimum 5 - 10 years experience in a petroleum, base oils/lubricants, and equipment related fields
- Minimum 5 - 10 years experience with excellent knowledge of Lubricants development, testing protocols, equipment application and performance, and equipment reliability

EDUCATIONAL LEVEL:

- Degree in Engineering (Mechanical or Chemical preferred) or Science (Chemistry preferred) (with CLS certification per STLE exam as an additional asset); or Technology Diploma (Mechanical or Chemical preferred) with CLS certification per STLE exam

REQUIRED SKILLS:

- Heavy focus of knowledge in Heavy Duty Driveline On-Road and Off-Road and Industrial applications, specifically with heavy duty drivetrain lubricants such as: Diesel & Passenger Car Engines, Transmissions, differentials/axles, transfer cases, wheel motors, hydraulic systems and greases
- Demonstrated knowledge of Commercial and Industrial Lubricants and their applications in a wide range of industries, including Fleet & Construction, Mining, Power Generation, Gas Plants, and various other industries
- Knowledge of base oil refining technologies and chemical industry processes and the chemical affects imparted on base oils and lubricants by those technologies
- Ability to lead Customer Acceptance Trials
- Ability to resolve perceived product quality issues and lead comprehensive investigations and root cause analysis
- Excellent written and oral presentation skills for audiences of varying sizes, backgrounds, and levels of expertise
- Willingness and ability to travel extensively and sometimes in remote areas with adverse conditions
- Willingness and ability to interact with customers outside regular working hours as required
- Strong ability to work collaboratively within cross-functional teams with a Strategic Segment approach to identify and prioritize OEM opportunities
- Ability to develop and/or support business cases and idea submissions for new product development and approvals
- An exceptional Safety Mindset and ability to work safely at all times when unsupervised. Our Journey to Zero Harm
- Advanced computer literacy in: MS Office Suite (PowerPoint, Excel, Word, Outlook, etc.), SAP, Internet, CRM, database creation & management
- Excellent demonstrated organizational and time management skills
- Strong interpersonal skills coupled with strong oral presentation and written communication skills
- Ability to seek out and forge new relationships with OEMs and Industry representatives
- Demonstrated ability to contribute in a team environment as well as working independently with minimal supervision
- Demonstrate proactive continuous improvement and initiative to build best in class processes

PREFERRED SKILLS:

- Knowledge of Petro-Canada Lubricants products is an asset
- Prior technical advisor or technical sales field experience in the above listed industry segments is considered a very strong asset

- Demonstrated knowledge of Commercial and Industrial Lubricants and their applications for rotating equipment in other industries such as: Power Generation, Gas Plants, Food, General Manufacturing, Pulp and Paper, Forestry, Chemical, Steel, and other industries
- Working knowledge and participation in audits of ISO/TS Quality & Environmental Systems and OEM registrations, warehouse, blending, and distribution protocols within Petro-Canada

WORK CONDITIONS:

- Prepared to travel extensively primarily within Canada and USA and could include occasional travel to other countries. Most travel is by air travel and vehicle (company or rental)

ENVIRONMENTAL, HEALTH, & SAFETY RESPONSIBILITIES:

Our primary values at HollyFrontier are: We put health and safety first; we care about the environment.

All HollyFrontier employees are expected to work safely every day and be safety & environmental leaders. This includes active participation in the following:

- Stops and/or reports any unsafe work or conditions
- Follows safety & environmental policies and procedures
- Supports safety & environmental goals and initiatives
- Participates in safety & environmental meetings, training, emergency drills and hazard recognition programs
- Reports all accidents, injuries and near misses, and participates in associated investigations
- Participates in industrial hygiene, medical surveillance and behavior based safety programs

To apply: <https://career4.successfactors.com/sfcareer/jobreqcareer?jobId=4545&company=hollyfrontier&username=>

About Petro-Canada Lubricants

Petro-Canada Lubricants blends and packages more than 350 different lubricants, specialty fluids and greases that are exported to more than 80 countries on six continents. Petro-Canada Lubricants specializes in products and services proven to maximize equipment performance, productivity and overall savings. From heavy duty engine oils to hydraulic fluids, automatic transmission fluids and gear oils and greases – Petro-Canada Lubricants is committed to delivering innovative solutions that deliver value and keep your business moving.

Join Petro-Canada Lubricants Inc. where you have the opportunity to develop and own your career!

About HollyFrontier Corporation

HollyFrontier Corporation, headquartered in Dallas, Texas, is an independent petroleum refiner and marketer that produces high value light products such as gasoline, diesel fuel, jet fuel and other specialty products. HollyFrontier operates through its subsidiaries a 135,000 barrels per stream day ("bpsd") refinery located in El Dorado, Kansas, a 125,000 bpsd refinery in Tulsa, Oklahoma, a 100,000 bpsd refinery located in Artesia, New Mexico, a 52,000 bpsd refinery located in Cheyenne, Wyoming and a 45,000 bpsd refinery in Woods Cross, Utah. HollyFrontier markets its refined products principally in the Southwest U.S., the Rocky Mountains extending into the Pacific Northwest and in other neighboring Plains states. In addition, HollyFrontier, through its subsidiary, owns Petro-Canada Lubricants Inc. whose Mississauga, Ontario facility produces 15,600 barrels per day of base oils and other specialized lubricant products, and also owns a 57% limited partner interest and a non-economic general partner interest in Holly Energy Partners, L.P. *Join HollyFrontier where you have the opportunity to develop and own your career!*

HollyFrontier Corporation is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status or any other prohibited ground of discrimination.