

Account Manager

We are looking for a new account manager who has experience in the manufacturing/mechanical field. They must have expertise in one or more of our skilled trades: patternmaking, tool & die, machinist, metrology, CAD design, welding, maintenance.

COMPETENCIES:

- High level knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of mechanical engineering and technology – being able to apply principles, techniques, procedures, and equipment to the design and production of our various projects and services.
- Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- Technology competency with hardware & software - Using Microsoft Office, JobBoss ERP, & ACT, among others.
- Knowledge & ability to perform hand, machine, and CNC operations to effectively and safely complete jobs.
- Safety – knowledge & use of safe practices.
- Ability to lift 60 lbs.
- Education required: Journeyman level, associate's degree or skilled trades course work in our trades.
- Industry & supervisory experience required: Five years

PRIMARY RESPONSIBILITIES:

- Collaborate with sales teams to understand customer requirements, to promote the sale of company products & services, and to provide sales support.
- Sell products requiring extensive technical expertise and support for installation and use, such as patterns, tooling, fixtures & gauges.
- Make decisions and solve problems by analyzing information and evaluating results to choose the best solution and solve problems.
- Confer with customers and engineers to assess equipment needs and to determine system requirements.
- Prepare and deliver technical presentations that explain products or services to customers and prospective customers.
- Manage and supervise employees and resources from job launch through design, production, certification, shipping.
- Communicate with customers, vendors, upper management, peers, or direct reports — providing information to them by telephone, in written form, e-mail, or in person.

- Establish and maintain interpersonal relationships — developing constructive and cooperative working relationships with others, and maintaining them over time.
- Assure all operations are done safely, especially handling of heavy jobs and materials.
- Special projects, other tasks & assistance as needed.

Job Type: Full-time

Pay: From \$27.00 per hour