

Job Posting
Product Manager
(Based in Winston-Salem, NC)

Reports To: Product Development Manager

Job Summary: Support of field sales with specialized product knowledge in glass fabrication supplies with an emphasis in Diamond Tool products, along with customer support at customer sites. Consults for and recommends specific tooling to fit customer needs, offer solutions, and providing training. This position will also assist in establishing short and long-term sales strategies that will increase sales and market share in collaboration with our product development team.

Duties and Responsibilities Include:

- Take an active role in assessing product offerings and recommending changes as appropriate, including pricing levels, sales promotions, or specific buying plans aimed at specific customers to increase sales.
- Work with vendors on special projects.
- Recommend alternate products based on cost, availability, or specifications.
- Communicate powerfully and persuasively using various styles and effectively address different needs and audiences.
- Provide superior technical support for diamond polishing products to each customer, including customer training on wheel setup, operation and maintenance to extend life and quality of wheels, while selling products.
- Respond to product-related technical questions from customers and assist in troubleshooting product issues.
- Follow up on launches to ensure that sales personnel have adequate tools to sell new products, including account manager training both in the field and at sales meetings.
- Provide feedback of product performance information and quality issues to vendors.
- Develop, manage, and attain the annual sales goals and gross margin plans for divisions.
- Prepare monthly sales reports and enter account updates in TDF (customer relationship module).
- Support the efforts for new products to replace or add to existing products.
- Actively manage new product development activities.
- Resolve product quality and/or performance issues.
- Field test product offerings obtained from vendors and decide which perform well enough for addition to our line.
- Provide launch packages for each product introduced and follow up on launches to assure that sales personnel have adequate tools to sell new products.
- Prune ineffective products from the line.
- Effectively train both the inside and outside sales teams on the full range of products.
- Abide by Salem's safety policies and procedures.

This job description is not intended as a complete list of all job duties. The incumbent may be required to perform other duties and tasks.

GO BEYOND THE EDGE

NORTH CAROLINA – HQ

5901 Gun Club Road
Winston-Salem, NC 27103
Office: 800.234.1982 | 336.766.1104

CALIFORNIA

10125 Shoemaker Avenue
Santa Fe Springs, CA 90670
Office: 800.445.6339 | 562.944.6155

PENNSYLVANIA

2330 Greensburg Road
New Kensington, PA 15068
Office: 724.212.3749

WASHINGTON

3801 NE 109th Ave, Suite C
Vancouver, WA 98682
Office: 360.993.5644

ONTARIO – CANADA

Greater Toronto Area
Office: 844.858.7444
www.SalemFTG.com

Education, Experience & Skills – To be successful in the role you will need:

- 4-year college degree or 2-5 years Industrial Product/Procurement experience required
- 40% overnight travel a possibility.
- Technical aptitude required
- Understanding the attributes of company product lines
- Expert problem-solver. Sorts through complex issues and conducts comparative analysis of multiple solutions in solving technical product issues. Has an ability to assist customers in making decisions.
- Ability to communicate effectively; both orally and written
- Ability to multi-task
- Computer literate (especially Microsoft Outlook, Excel, and Word)
- Maintain a proactive and positive attitude
- Excellent driving record.
- Extensive travel required. Must be able to travel to customer locations, trade shows and other events as requested.

To apply for this position, send your resume to hr@salemftg.com.

This job description is intended to provide general information about the position. It is not an employment contract. As with all positions, the responsibilities, duties, and requirements of this job may change. The company, in its discretion, may alter this job description at any time with or without notice.

Salem Fabrication Technologies Group, Inc. is an Equal Opportunity Employer.

GO BEYOND THE EDGE

NORTH CAROLINA – HQ

5901 Gun Club Road
Winston-Salem, NC 27103

Office: 800.234.1982 | 336.766.1104

CALIFORNIA

10125 Shoemaker Avenue
Santa Fe Springs, CA 90670

Office: 800.445.6339 | 562.944.6155

PENNSYLVANIA

2330 Greensburg Road
New Kensington, PA 15068

Office: 724.212.3749

WASHINGTON

3801 NE 109th Ave. Suite C
Vancouver, WA 98682

Office: 360.993.5644

ONTARIO – CANADA

Greater Toronto Area
Office: 844.858.7444

www.SalemFTG.com