



Job Description: Senior Technical Sales Account Manager

The Ulven Companies Mission: to provide customers with innovative technology and solutions, to provide employees with a safe and rewarding work environment and provide shareholders with a financially healthy organization.

Position: Senior Technical Sales Account Manager

Reports To: Director of Sales and Marketing

Purpose: To provide existing or new customers with information on Ulven products and services, and support Director of Sales in providing accurate and timely information to customers.

Responsibility:

- Create new sales opportunities through cold calls to potential customers and actively maintain relationships with existing customers to identify additional business opportunities.
- Create and deliver effective and professional sales presentations to potential and existing customers.
- Provide explanations of tooling costs, lead-times and piece-part pricing to customers.
- Enter customer orders into Epicor for production.
- Provide timely and accurate information such as product technical data, pricing, scheduling, shipment and delivery schedules to customers and internal.
- Partner with Director of Sales/Marketing and Customer Service Representative Team to support customer needs and identify future sales opportunities.
- Resolve customer issues promptly.
- Respond to customer requests and escalate unresolved customer issues appropriately.
- Communicate and coordinate with internal and external customers, interface with expeditors, credit, product standards, warehouses, plant personnel to check deliveries on orders and quotes.
- Maintain timely and accurate records of customer interactions, transactions, and sales activity in ERP/CRM (Epicor).
- Frequently present new and existing customers a review of current Ulven products and services.
- Travel to trade shows, industry events and customer sites.
- Effectively liaison between the company and customer providing vital information as to new products, services, pricing and customer orders.
- Track customer quotes with a target of not greater than 3 business days.
- Provide product quotations in a timely manner.

Qualifications:

- Bachelor's Degree in Business, Marketing, or Finance preferred
- Minimum 2 years of sales experience in Manufacturing
- Familiar with Business to Business (B2B) and Business to Consumer (B2C) concepts
- Intermediate skill level with Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Experience successfully utilizing a CRM system (Epicor preferred)
- Good driving record, valid driver's license
- Ability to travel up to 35%

This is an exempt, salaried position