

Position: Account Representative / Technical Sales

Locations: Lewiston, ME



Position Summary:

The Account Representative / Technical Sales Person is responsible for driving “customer satisfaction” within our existing customer base as well as assisting the Sales team in driving revenue and profitability. The role is accountable for professionally handling our broad customer base which can range from fielding inquiries, to assessing the best solutions, to working cross-functionally to deliver the best service, and/or to entering and following up on quotes & orders for custom designed and manufactured products

This role combines account management, technical product comprehension, and business analysis in the execution of account services activities.

The Account Representative works with multiple levels of client/customer buyers, engineers, materials and supply chain managers, as well as Elmet manufacturing managers, supervisors, planners, field sales and senior staff.

Essential Job Functions:

- Ability to represent a portfolio of accounts across a broad range of industries and products.
- Obtain all necessary customer and internal information to process requests for quote through the development of the proposal using analytical tools, pricing guidelines or alternate strategies, delivery to the client, and follow-up.
- Field technical inquiries and recognize opportunities to up-sell utilizing the scope of Elmet product and service offerings.
- Accuracy in the processing of sales orders from receipt to order fulfillment (data entry, acknowledgements, revisions, status updates, management of delivery schedule, shipping & billing notifications).
- Set up of Customer Account and Contact information. Coordinate with Elmet Accounts Receivable to manage credit and payment issues.
- Liaise with Elmet Logistics, Production, and or Engineering Associates to assure customer satisfaction in the manufacture and timely delivery of products and services and in the resolutions of returns and issues.
- Work closely with Field Sales Managers with regards to new sales leads, quotations, issues and general co-ordination of accounts.
- As applicable, maintain current knowledge of Import/Export regulations and currency exchange rates for consideration in the formulation of quotations.
- Maintain familiarity with account sales history, seasonality, industry climate, and competitive influences to provide inputs to forecasting and strategic planning

Required Skills and Experience:

- Excellent oral & written communication.
- Analytical skills and critical business thinking skills.
- Customer service focus.
- Proficiency using Microsoft Office products (especially Word and Excel).
- Proficiency with ERP systems (e.g.; JDE, SAP, Oracle)
- 2-4 years experience in an engineering, technical or manufacturing environment.
- Marketing, account management, and or customer service experience a plus.

Education:

- Bachelors degree preferred with strong engineering or technical background in a related field.

Additional Requirements:

- Ability to engage in occasional business travel as may be needed in support of customer relationships or education.

To be considered for this opportunity, qualified candidates should please send their resume with professional cover letter in MS Word or Adobe PDF format to: hr@elmettech.com