

Position: Aftermarket Key Account Manager

Location: Independence, KY

Position Type: Full Time

Reports to: Aftermarket Service Manager

Purpose: In office and onsite Management of assigned key accounts with existing equipment on behalf of all Aftermarket services. Direct Customer representative for all offered Aftermarket services.

Primary Responsibilities:

- Maintain and grow key customer relations on behalf of Flottweg Aftermarket Services.
- Support and maintain work flows internally to facilitate requests within Aftermarket.
- Provide onsite consultation to customers & create site evaluation reports.
- Schedule and provide annual and semi-annual customer training on Flottweg equipment.
- Collect, maintain, and present AM service records and potential for key accounts.
- Advocate & sell Aftermarket Services and spare parts.
- Maintain customer account information in cloud-based applications and CRM databases.
- Collect data, prepare, and/or present written internal & consultation reports.
- Interface with all FWUS groups on projects and customer satisfaction.
- Participate as required in inter-company and intra-company training programs.
- Travel to FWSE periodically for training or relevant company functions.
- Direct non-aftermarket request to appropriate departments.

Secondary Responsibilities:

- Assist AM Sales in project proposals for key customers.
- Provide onsite consultation for potential projects as required.
- Provide support/feedback as required to all intercompany departments.
- Participate as assigned in service/sales meetings & trade shows as assigned.
- Other duties as required and/or assigned.

Qualifications:

- This role will require a well-rounded understanding of mechanical, electrical / controls, and process systems.
- This position will require the candidate to become an internal expert of Flottweg equipment and company functionality.
- A proactive, disciplined team player with an ability to handle projects that are time critical and ever-changing is essential.
- English fluency required. Spanish, French, German, or Portuguese language skills are a plus.

Eligibility:

- Must be legally authorized to work in the United States.
- Must be able to travel in North America and Europe as required. (<50%)