

Torsion Group Corp
13325 Darice Parkway
Strongsville, Ohio 44149



Aftermarket Account Manager Cleveland, Ohio

Job Description

The Torsion Group Corp. ("TGC"), headquartered in Strongsville, OH, is a holding Company with two affiliates: Action Industries and Torsion Source. The Company, with over 4,000 customers, is a value-added distributor and manufacturer of commercial and residential garage door parts and accessories serving OEMs, installers, contractors, and dealers. TGC's national footprint, expansive product line, manufacturing capabilities and dedication to same day fulfillment offers a compelling value proposition to its customers.

We are currently searching for a field-based Aftermarket Account Manager to develop garage door dealer, installer, contractor and small OEM business through the Action Industries sales channel. The primary function of the Aftermarket Account Manager is to manage the assigned customer base to increase sales in the regional marketplace and provide sales and technical assistance to customers and internal personnel. This position will be responsible for directly interfacing with assigned and prospective accounts by providing a variety of sales support and administrative services. It is required to identify and coordinate training needs, product promotion administration, product and price information as well as problem resolution in order to optimize Action Industries penetration and sales. You will report to the Vice President of Sales & Marketing and manage a three-state territory based in Strongsville, Ohio. We're looking for a sales-oriented professional who values productivity and customer engagement.

Travel is expected to be up to 70% of the time.

Main Duties: Identify, Quantify, and Capitalize on Growth Opportunities

- Develop a working knowledge of current and emerging industry applications for Action Industries product lines.
- Find opportunities with both new and existing customers that lend themselves to Action Industries product strengths.
- Identify technical and commercial problems where Action Industries products and services provide a solution and add value to the customer.
- Quantify, and prioritize opportunities.
- Formulate plans (including timeline) to convert opportunities into profitable sales.
- Obtain the necessary resources within the Action Industries organization required to capitalize on growth opportunities.
- Initiate and develop close working relationships with decision makers and influencers within customer organizations.
- Determine procurement sequence from specification to order placement.
- Follow up on proposals.
- Negotiate and close orders.

Drive Customer Satisfaction

- Identify and satisfy customer requirements.
- Regularly check and report on level of customer satisfaction.
- Be the customer advocate within the Action Industries organization.
- Present, explain and promote Action Industries products and services.
- Involve other Action Industries departments as necessary to participate in projects and customer satisfaction improvements.
- Conduct business with the highest levels of integrity. Follow up on every commitment without fail.

Facilitate Communication Within The Organization

- Present customer, competitor and market issues/opportunities for weekly reporting.
- Enter and update customer contact, opportunity, and activity information within CRM database on a regular basis.
- Regularly monitor customer business levels versus plan. Report changes in current outlook to the organization.
- Document and share product/application knowledge with sales team.

Minimum Requirements

- Bachelor's degree in business or technical field.
- 5+ years of proven sales success.
- Experience in distribution, business services or the industrial sector desired.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills.
- Strong sales and prospecting skills.
- Computer proficiency: Microsoft Office Suite; CRM data entry and retrieval.

The ideal candidate will have a proven track record of generating profitable sales growth in a territory by increasing sales volume to existing customers as well as expanding the total number of customers in a territory. Experience in the garage door industry is a plus.

To apply for this position, send resumes to:

Jeff Malarik
Vice President of Sales & Marketing
jmalarik@torsiongroupcorp.com

