



Aftermarket Parts Sales Manager (Manufacturing)

Strategic HR Outsourcing Solutions (SOS HR) is a boutique RPO (Recruiting Process Outsourcing) firms specializing in all areas of Human Resources and Talent Acquisition/Recruiting. Our core expertise is in the area of HR Consulting, Staff Augmentation, Recruiting from A - Z, and Professional Services.

We attribute our record of growth to our thriving base of highly motivated, results-driven management team, employees, and consultant. If you have a positive attitude, strong work ethic, great customer service and the willingness to learn, then we want to talk to you!

We have a customer that has the below need for a perm position in Fort Worth, Texas (Note: No Relocation)

POSITION OVERVIEW

The After Market Parts Sales Manager is responsible for managing a team of Aftermarket Parts specialists within a manufacturing environment who are responsible for supporting customers' needs and troubleshooting field issues related to manufactured or buyout products. This manager will be responsible for implementing Aftermarket Parts growth in alignment with corporate strategies and initiatives set for the business, managing the e-commerce platform and enhancements, and perform all duties of direct reports to ensure coverage. This role ensures that the company can meet important business objectives and provide outstanding service to customers.

MAJOR RESPONSIBILITIES

- Managing and communicating priorities and updates effectively within each team regarding workloads
- Engaging in customer-facing relationships to assess customer needs and initiate the development of product solutions by interacting directly with customers, reps, and end users via phone, email, and occasionally in person
- Working with product design on individual and team projects to best determine how to meet a customer's needs
- Ability to regularly exercise decision making, problem solving, and policy interpretation skills
- Excellent capability to coach, mentor, set expectations and hold others accountable
- Coordinating and helping resolve internal and field issues with team members when required; must be able to determine the cause and implement proper corrective action
- Maintaining and distributing daily/weekly/monthly reports internally and externally
- Participating in and leading group training presentations for rep groups, new employees, and key customers
- Maintaining employee vacation and personal time; handling any these directly on an individual basis when issues arise
- Performing individual job reviews and PMP goal setting with team members
- Adhering to financial guidelines when developing quotes on orders and attaining necessary approvals for exceptions

REQUIREMENTS

Required Skills, Experience, Education & Certifications
Items listed are required unless "preferred" is indicated

- Bachelor's degree
- 5 - 8 years of sales experience
- 2 years management experience
- Manufacturing environment experience
- Ability to use Microsoft Office applications

Direct Reports

6+

Travel Requirements

Up to 50% travel

We are an EEO/Affirmative Action Employer that understands the value of diversity and its impact on a high performance culture.