

# Walbro LLC

## JOB POSTING

**Posting Number** *18-015*  
**Dates Posted** *12/05/18 – 12/31/18*  
**Position Title** *Technical Service Manager*  
**Grade Level** *E3/E4*  
**Position Reports to** *Channel Marketing Director*  
**Department, Location** *Sales, Cass City*

### Job Summary

An immediate opening exists for a Technical Service Manager. This position will be based at the Cass City Plant in MI. The ideal candidate has minimum 3 years of progressive experience, preferably in manufacturing.

### Duties and Requirements of the Job

- Calls on assigned customers (original equipment and distributor) including parts & service, distribution, engineering, manufacturing, quality, and purchasing staffs to assure excellent sales service.
- Maintain Salesforce system unique to aftermarket containing customer list prices, unique repair kits, unique packaging requirements.
- Works with aftermarket and finance staffs to develop strategies to support product and customer service.
- Works with aftermarket staff, manufacturing, distribution, quality and engineering staffs to develop and implement effective price, delivery, quality and service targets.
- Functions as the lead promoter and spokesperson for Walbro parts & service organization.
- Participates in customer requested training activities (service schools, trade school training - EETC).
- Participates in Walbro videos posted on Walbro.com and Youtube for training purposes
- Conducts periodic trend and market analysis for assigned customers and makes recommendations based upon those analyses.
- Reviews aftermarket products for end-of-life status; notifies customers if product is no longer available due to lack of parts availability, or lack of demand. Help with Obsolescence Notification Form (ONF) analysis of aftermarket product.
- Periodically reviews quality, cost and design issues with customers in accordance with established standards.
- Occasional overnight travel required (approximately 10% – 15%)
- Performs such individual assignments as the supervisor may direct; establishes and maintains effective work relationships within the department, the Corporation and the community; and maintains the professional competence, knowledge and skill necessary for the satisfactory performance of all assigned responsibilities.

### Job Skills & Requirements

- Broad technical and analytical business skills
- In-depth understanding of administrative functions including accounting and human resources.
- Excellent written and oral communications skills.
- Has proven capability in sales and customer relations as evidenced by a minimum of 3 years sales experience.

### Educational Requirements

Bachelor's degree in Engineering or Engineering Tech, or equivalent experience with engine technology

**Walbro LLC is an Equal Employment Opportunity Employer.**

*The Company does not discriminate on the basis of a person's race, religion, color, age, sex, national origin, disability, veteran status, pregnancy, or other protected grounds in recruiting, hiring, training, promotion, or conditions of employment.*