



Position Description

Position Title:	Technical Account Manager
Reports to:	Director, Technical Service
Reports:	No Reports
FLSA:	Exempt
Department:	Sales
Date:	8/11/2025

Position Summary: This position is responsible for all sales and technical service aspects for existing business within a given territory. Majority of time is spent at plating shops helping them solve issues, manage inventory and administer *The Finisher's Advantage* program.

Essential Functions:

1. Manage existing book of business including: coordinate and manage product trials, perform product/process training on-site, managing business relationship, on-site analysis and troubleshooting, and obtain and ship samples to Columbia laboratory for analysis.
2. Continually evaluate opportunities and promote sales of new products or lines within existing book of business.
3. Deliver and supervise The Finisher's Advantage program including: aid customer in administering process improvement, process control, achieving increased throughput, and reduction of rejects and waste.
4. Deliver presentations to buyers, plant managers and executives of customer accounts.
5. Achieve sales and profit targets set for territory.

Nonessential Functions:

1. Oversee customer inventory management and coordinate orders with customer service.
2. Work closely with Technical Account Managers, Sales Reps and Leadership to provide technical service to customers and prospects outside given territory.
3. Provide management with continual updates for assigned territory including: periodic updates to technical service and laboratory departments, maintain detailed and timely notes in CRM system.
4. Serve as company representation at AESF and NASF events as requested.
5. Assist Accounting in resolving collections issues for your territory.

Competencies:

1. Communication skills (written and verbal)
2. Ability to assess customer needs
3. Strong technical skills
4. Comfortable with cold calling and rejection
5. Flexibility and adaptability
6. Works well in a team
7. Quality of work
8. Ability to multitask

Work Environment:

1. This position is performed in based out of a home office. Company hours are Monday through Friday 7:45 to 4:00 pm EST, although due to customer hours and travel, actual hours will vary for this position.
2. This position requires frequent travel (more than 80%) within territory and to home office in Brunswick, Ohio.
3. Proper personal protective equipment (PPE) should be worn when on site at a customer or prospective customer including safety glasses and steel-toed shoes. Position requires handling hazardous chemicals.
4. This position is salaried with opportunity for commissions.

Physical Demands:

1. While performing the duties of this job, the employee is regularly required to transport pails up to 50 lbs in weight, drive for extended periods of time (up to 6 hours), stand for extended periods, transverse customer work sites, sit, bend, reach with hands and arms, ascend/descend stairs, push/pull, use hands, use analytical thinking, and observe, converse, and exchange information.
2. The employee must occasionally lift and/or move up to 50 pounds.
3. The noise level in the work environment is ranges from quiet (while traveling) to loud (while on a customer work site).

Technical Expertise/Specialized Knowledge:

1. Proficiency in MS Office [Outlook, Excel, Word] and Adobe or similar software is required.
2. Ability to use internet, computer, copiers, fax machine and scanner is required.

Education and Experience:

1. Education: Bachelor's degree in Business or Chemistry is preferred;
2. Years of experience: 1-3 years of sales or technical experience required; 1-3 years experience in metal finishing with a focus in zinc and decorative processes is preferred.

This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Employee's signature

Date

Manager's signature

Date