



## Commercial Manager

H.C Starck High Performance Metal Solutions (H.C. Starck Solutions), a leading global manufacturer of metal powders, complex fabrications, and additively manufactured parts made from refractory metals, is an independent business unit of H.C. Starck Group with operations in the United States, Europe and Asia. H.C Starck Solutions supplies its fabricated products to growing industries, including electronics, aerospace, medical, chemical processing, glass melting and commercial heat treating. We deliver product solutions to original equipment manufacturers (OEMs), end-users and aftermarket manufacturers.

### COMMERCIAL MANAGER – NEWTON, MA

We are currently sourcing candidates for a Commercial Manager in our Newton, MA facility. This position will work collaboratively between Operations, Engineering, R&D and Sales for their responsible manufacturing site to ensure customer needs are being met. Work closely with key customers to maintain strong relationships to help guarantee an exceptional customer experience.

### ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Manage top 3-5 client accounts for specific manufacturing sites and build strong relationships between our external customers and our internal teams.
- Primary liaison between Customer Service Reps, Outside Sales Reps, Operations, Engineering and R&D. Work with operations to ensure profitability requirements are met.
- Maintains effective internal communications within all departments to help ensure manufacturing capability to meet customer needs.
- Manages customer complaints and works with customers and internal departments to resolve and obtain customer satisfaction. This includes potential price reductions, Return Merchandise Authorization (RMA) or other compensation and credits with customers to resolve quality or delivery issues.
- Handles cancellations or changes in sales orders and communicates the changes to the related departments.
- Develops strong working relationship and manages expectations with customers and internal departments.
- Coordinate and manage site customer visits as necessary.
- Champion and facilitate all non-standard quote inquiries for production site represented.
- Provide reports to management on as needed basis.
- Escalate items to VP Sales as necessary.
- Train and mentor Customer Service Representatives as needed.

## REQUIRED EXPERIENCE AND QUALIFICATIONS

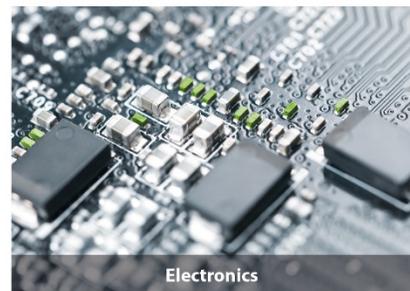
- Requires a BS degree
- 5+ years of industry experience
- Proficient in the use of Microsoft Office products
- Proficient in SAP
- Good analytical skills
- Good interpersonal and communication skills
- Ability to communicate proficiently both orally and in writing using the English language
- This position may require the applicant to be licensed under certain United States laws and regulations
- Competencies include: Analytical thinking; customer orientation; effective communication; relationship building; team leadership; results orientation

**Note:** This position will involve access to export-controlled technical data and/or technology and the position requires either U.S. Person status or the ability to obtain an export license from the appropriate government agency for Non-U.S. Persons.

## TO APPLY FOR THIS POSITION

H.C. Starck offers a highly competitive compensation along with excellent benefits, including Medical, Dental, Vision, 401(k) with company match. Please email your resume with your salary expectations to [kristen.gasser@hcstarcksolutions.com](mailto:kristen.gasser@hcstarcksolutions.com).

*H.C. Starck Solutions is an Equal Opportunity Employer supporting diversity in all our business practices.*



High Performance Metal Solutions