



HUGH M. CUNNINGHAM COMPANIES

THE MANUFACTURER'S REPRESENTATIVE
A BUILDING PRODUCTS COMPANY
SOUTH CENTRAL USA

Job Title: Factory Support Team Account Manager

Department: Factory Service

Location: San Antonio or Austin, Texas
(Territory covers Central and South Texas)

Job Purpose: HMC is excited to be adding an FST Account Manager to serve the Central and South Texas territories. This important role allows us to assist end users of the products we represent with challenges they may experience in the field. This individual will plan and coordinate activities concerned with installing equipment, investigate and resolve customer reports of technical problems with equipment, and eliminate future operational or service difficulties. They will also play a key role in educating our customers on the features and use of products they have purchased and build awareness of products which would benefit them.

Responsibilities include, but are not limited to:

- Advises or instructs on installed equipment at customer's facility to ensure full functionality according to manufacturer's specifications.
- Provide on-site technical assistance to customers to help troubleshoot and repair equipment.
- Analyze and review inspection findings to determine source of problem and offer recommended repair, replacement, or other corrective action.
- Coordinate problem resolution with engineering, customer service, and other personnel involved with project.
- Analyze reports of technical problems to determine trends affecting future design, production, service, and maintenances processes, and recommend modifications to eliminate future problems.
- Provide a communication link between the customer and the company to help ensure that effective service is provided to the customer.
- Develop and conduct training on the safe operations of the equipment for team members and customers.
- Some travel required

Desired Skills and Qualification:

- Analytical
- Great problem solving skills
- Project management skills
- **Mechanically Inclined**
- Customer service ability and effective interpersonal skills
- **Strong verbal and written communication**
- **Effective public speaking ability**
- Cost Consciousness
- Professional
- Safety Conscious.

Education and Experience:

- Associate's degree or university program certificate; or two to four years related experience and /or training or equivalent combination of education and experience preferred
- Experience in the construction industry preferred